



# **The State of Hawai'i's 2012-2017 Integrated Workforce Investment Act and Wagner Peyser State Plan**

**REVISED MARCH 15, 2013**

**State of Hawaii 2012 Integrated  
Workforce Investment Act and the Wagner-Peyser State Plan**

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# SECTION I. STATE WORKFORCE STRATEGIC PLAN

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## Governor Neil Abercrombie's Vision

*Requirements: Describe the governor's strategic vision for the state's economy and overarching goals for the state's workforce system.*

As defined in the Governor's vision, the New Day Plan has three overarching goals for the State of Hawaii. This section will examine the types of jobs that relate to each of those goals: Growing a Sustainable Economy, Investing in People, and Transforming Government.

### Growing a Sustainable Economy

Because of significant investments in capital improvement projects across the entire state, construction jobs received a boost in the areas of energy efficiency, irrigation systems, and education and public facilities repairs. Construction trades that are expected to provide the most job opportunities include: carpenters; construction laborers; electricians; supervisors/managers of construction trades and extraction workers; plumbers, pipefitters, and steamfitters; painters; and operating engineers and other construction equipment operators.

There is a focus on developing renewable energy which will also lead to job creation in the clean energy sector. A major finding from the Department of Labor and Industrial Relations' green jobs survey was that a large concentration of jobs in the green energy industry were resulting from the push toward solar photovoltaic technology. Some of the clean energy-related occupations that may experience high demand include: electricians; heating and air conditioning mechanics and installers; solar photovoltaic installers; and solar thermal installers and technicians.

Food security issues will lead to jobs related to coordination of food production, marketing and demand through the public schools, prisons and healthcare facilities to support farmers and ranchers. The job opportunities for farmworkers and laborers in the fields of crops, nursery, and greenhouse will be plentiful.

Tourism is the main economic driver in Hawaii and investment in culture, arts and creative industries is important to the continued vitality of the visitor industry. Jobs in support of television and movie production, digital media, music and fashion are also related to this tourism category.

### Investing in People

Education is always a high priority and improvement in the K-12 public school system is being realized through a grant called "Race to the Top" which advances reform in the areas of preparing students for college and the workplace, better measures of success to improve instruction, developing and retaining more effective teachers, and helping the lowest-achieving schools. Job openings for elementary and secondary school teachers are always in high demand especially because of difficulty in recruiting and retaining qualified teachers during times of state

budget constraints. Teacher assistants are also needed to ease the shortage of teachers when class size becomes an issue.

The University of Hawaii system has committed to raising the graduation rates so that the job prospects of students are improved. Opportunities for postsecondary teachers are less in demand than at the primary and secondary level, but there are still projected openings for teachers specializing in education, vocational education, biological science and many others.

More healthcare jobs will result as the state rises to the challenge of transforming and improving the state's healthcare system, which is already a high-demand industry. The most pressing need in this industry is for registered nurses and also nursing aides, orderlies, and attendants. Other healthcare occupations that will be in demand are medical assistants, licensed practical nurses, dental assistants, pharmacy technicians, physical therapists, and home health aides, among many others.

## Transforming Government

The Governor's plan to streamline the state's information technology includes reducing redundant systems, reducing costs, fostering innovation, and ensuring security to improve customer service. The computer-related occupation expected to be in highest demand is network systems and data communications analysts. Job opportunities will also be available to a lesser degree in the areas of: computer support; computer software engineering for applications; computer systems analysts; network and computer systems administration; and programming.

*Specifically address the governor's vision for aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service, and how programs and activities described in the plan will support the state's economic development needs and the employment and training needs of all working-age youth and adults in the state.*

By aligning efforts among workforce development partners through mutual participation in cluster activities, like targeted Industry Skill Panels, the state's workforce system is able to identify and plan ways to address workforce skill gaps and support the state's economic development needs and the employment and training needs of all working-age youth and adults in the state. As workforce development partners collaborate by participating in these cluster activities, improving customer service, and streamlining information technology, services will become integrated to achieve seamless, comprehensive, and accessible services to working-age youth and adults in the state.

*Describe the methods used for joint planning and coordination of the programs and activities included in the plan.*

A statewide effort for joint planning and coordination of statewide programs and activities, including mandated workforce partners, has resulted in a Statewide Strategic Planning document which operationalizes the New Day Plan into an actionable, measurable 5-year plan. While encouraging agencies to have stronger partnerships, this effort also helps state agencies publicize and manage their key activities, and includes a website that serves as a dashboard-type, self-service, content management system mirroring a simpler version of Maryland's acclaimed "StateStat" website (<http://www.statestat.maryland.gov>). This site contains goals and milestones identified in the plan, as well as measures. Each agency has a separate web page on the site, which they maintain while the entire site is supported by the Office of Information Management and Technology (OIMT).

Additionally, the State Workforce Development Council (WDC), which is also the State Workforce Investment Board, acts as the aligning entity between state and county agencies, as well as private industry and non-profit sectors.

The WDC is comprised of thirty-one (31) members, in which the majority are private sector employers. In addition to these members, the WDC membership includes two representatives from labor, as well as all Local Workforce Investment Board chairs. Additionally, membership includes the following:

- Governor, State of Hawaii
- Director, Department of Labor and Industrial Relations (WIA and Wagner Peyser Administrative Agency and Workforce Information);
- Director, Department of Business, Economic Development, and Tourism;
- Department of Human Services (TANF and Vocational Rehabilitation training);
- Superintendent, State Department of Education; and
- President, University of Hawaii System.
- Labor Chair, Hawaii State Senate
- Education Chair, Hawaii State Senate
- Labor Chair, Hawaii State House of Representatives
- Health Chair, Hawaii State House of Representatives
- Mayor, Maui County
- Mayor, Hawaii County

The WDC serves as the catalyst to bring together workforce development stakeholders to create a more coordinated, focused and cost-effective workforce system by eliminating duplication and aligning efforts.

# THE STATE OF HAWAII'S ECONOMIC AND WORKFORCE INFORMATION ANALYSIS

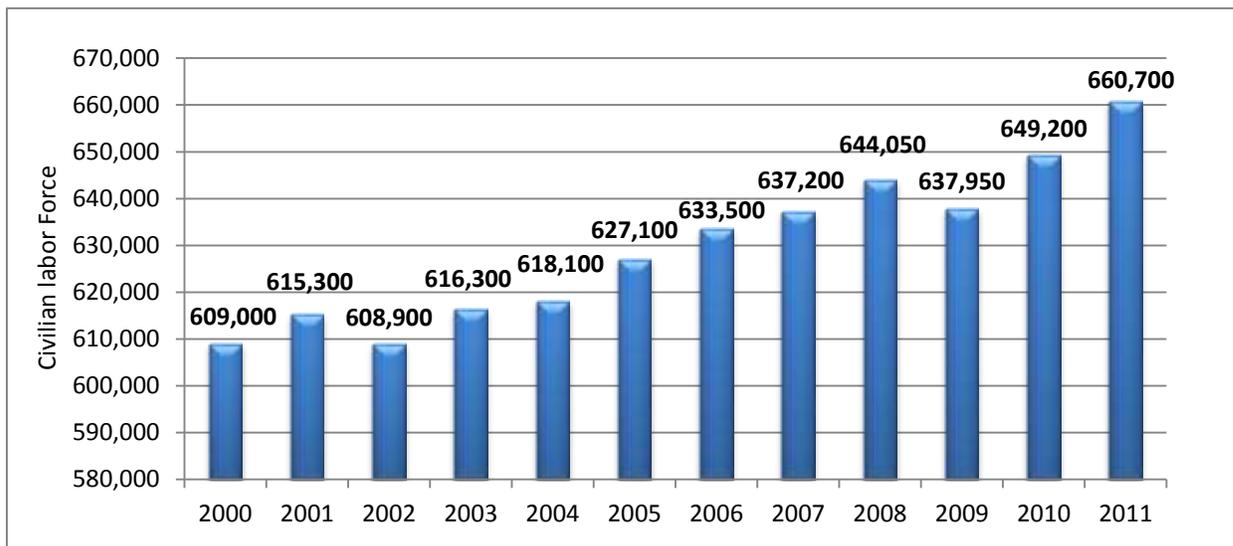
*An assessment of the current situation and projected trends of the state's economy, industries and occupations, including major economic regions and industrial and occupational sectors*

## Civilian Labor Force Expands

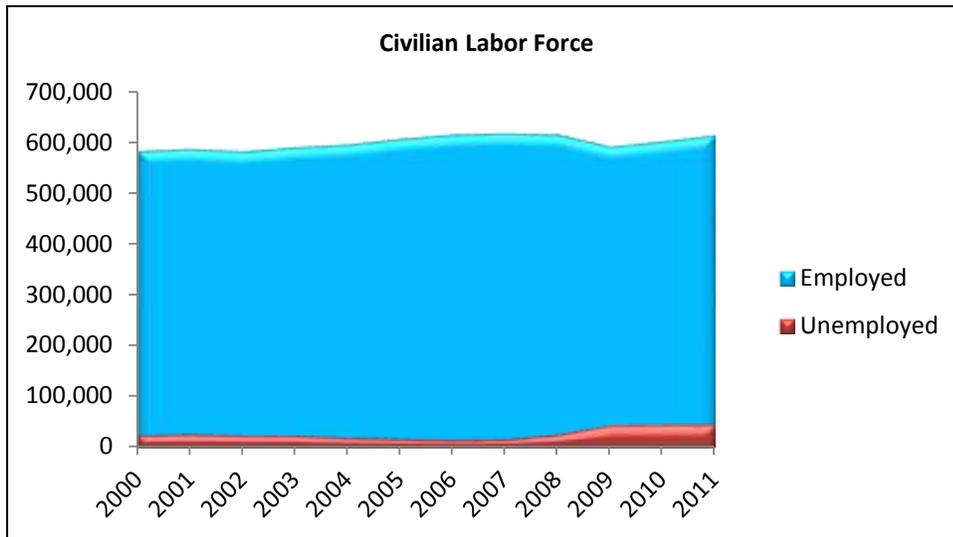
In 2011, Hawaii's civilian labor force averaged 660,700, an expansion of 1.8 percent over 2010. This was the third highest percentage change among the 50 states. Most of the change occurred due to an increase in employed persons combined with a drop in the total number of unemployed.

After reaching a high of 644,050 in 2008, like the rest of the nation during the recession, Hawaii's labor force plunged in 2009 to 637,950, and has gradually climbed back up to 660,700 in 2011.

Table 1. Hawaii's Civilian Labor Force, 2000 – 2011



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.



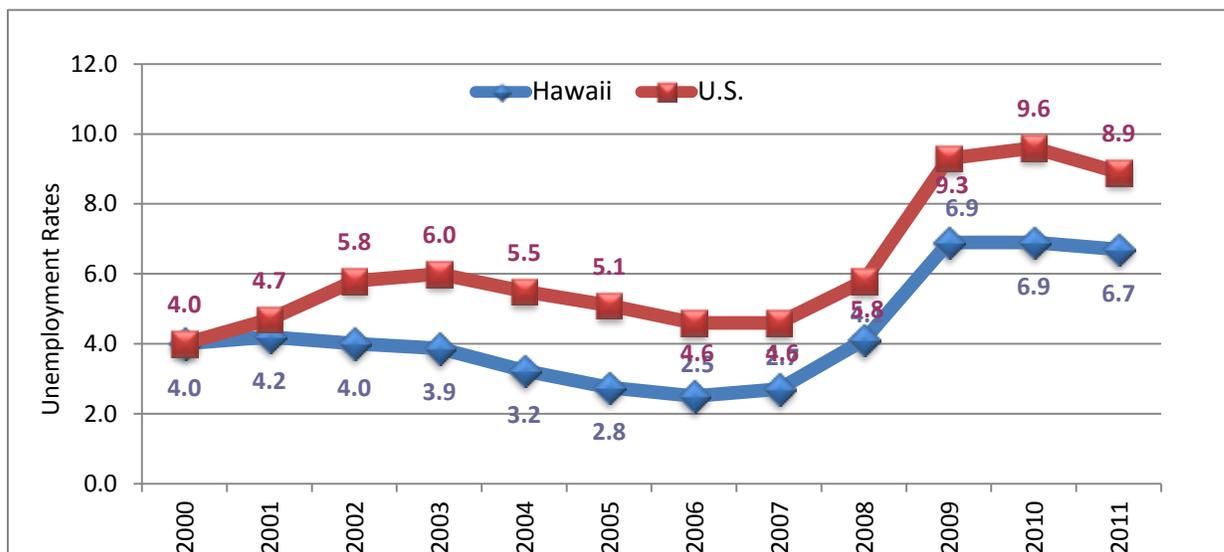
Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

## Slight Improvement in Unemployment Rate

Since the year 2000, Hawaii’s unemployment rate has remained consistently lower than the national rate. In 2011, the unemployment rate fell from 6.9 percent in 2010 to 6.7 percent. However, this decline of 0.2 percentage point ranked 44th slowest in the nation. As a result, from 2010 to 2011, Hawaii’s ranking among all the states dropped a few places from 10th to 13th in terms of the lowest unemployment ratio.

As of May 11, 2012, the University of Hawaii Economic Research Organization (UHERO) projected the state’s unemployment rate to be at 6.1 percent in 2012, 5.4 percent in 2013, and 4.9 percent in 2014.

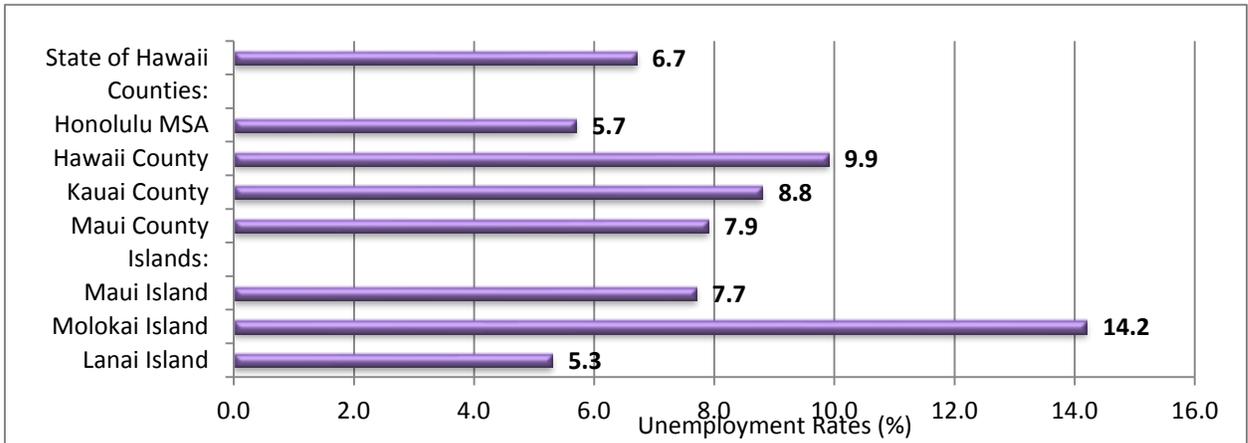
Table 2. Hawaii’s unemployment rate still lower than U.S. (not seasonally adjusted)



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

Among the counties, Honolulu MSA had the lowest jobless rate of 5.7 percent in 2011, followed by Maui County at 7.9 percent, Kauai County at 8.8 percent, and Hawaii County at 9.9 percent. While Maui County had the second lowest unemployment statewide, Molokai suffered the highest unemployment rate of all islands at 14.2 percent. The state’s labor force participation ratio was 62 percent as of April 2012.

Table 3. Unemployment rate for Counties in Hawaii (not seasonally adjusted), 2011

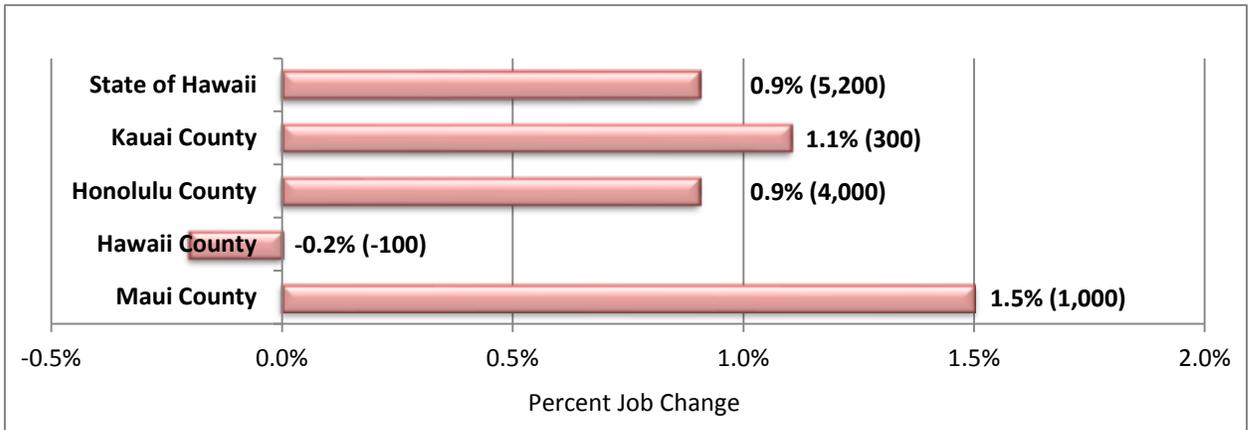


Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

## Job Growth Fastest in Maui County

In 2011, the state's non-farm job market recorded 592,100 jobs, an increase of 5,200 or 0.9 percent over the previous year. Maui County registered the fastest growth at 1.5 percent, Kauai County was next at 1.1 percent, Honolulu County's rate was 0.9 percent, and Hawaii County's rate posted a loss with -0.2 percent.

Table 4. Percent Job Change for Counties in Hawaii (not seasonally adjusted), 2010-2011

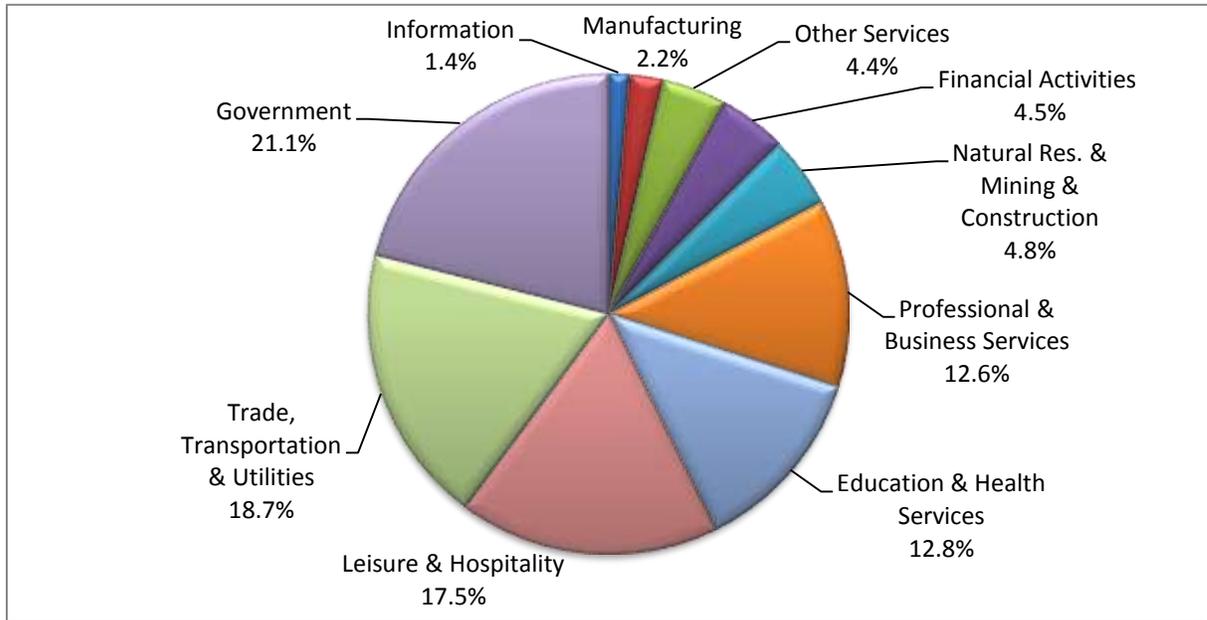


Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

## Over One-Fifth Employed in Government

There are 10 major industries in the state, the largest of which is Government and one of the primary reasons the Governor is planning to transform it by streamlining the state's information technology. The public sector consists of 124,700 jobs and accounts for about 21 percent of the total jobs count. Within the government sector, the largest branch is state government, with two-thirds of its jobs in Education. The federal government branch is the second largest and local government is the smallest.

Table 5. Three largest industries comprise more than half of Hawaii's jobs in 2011

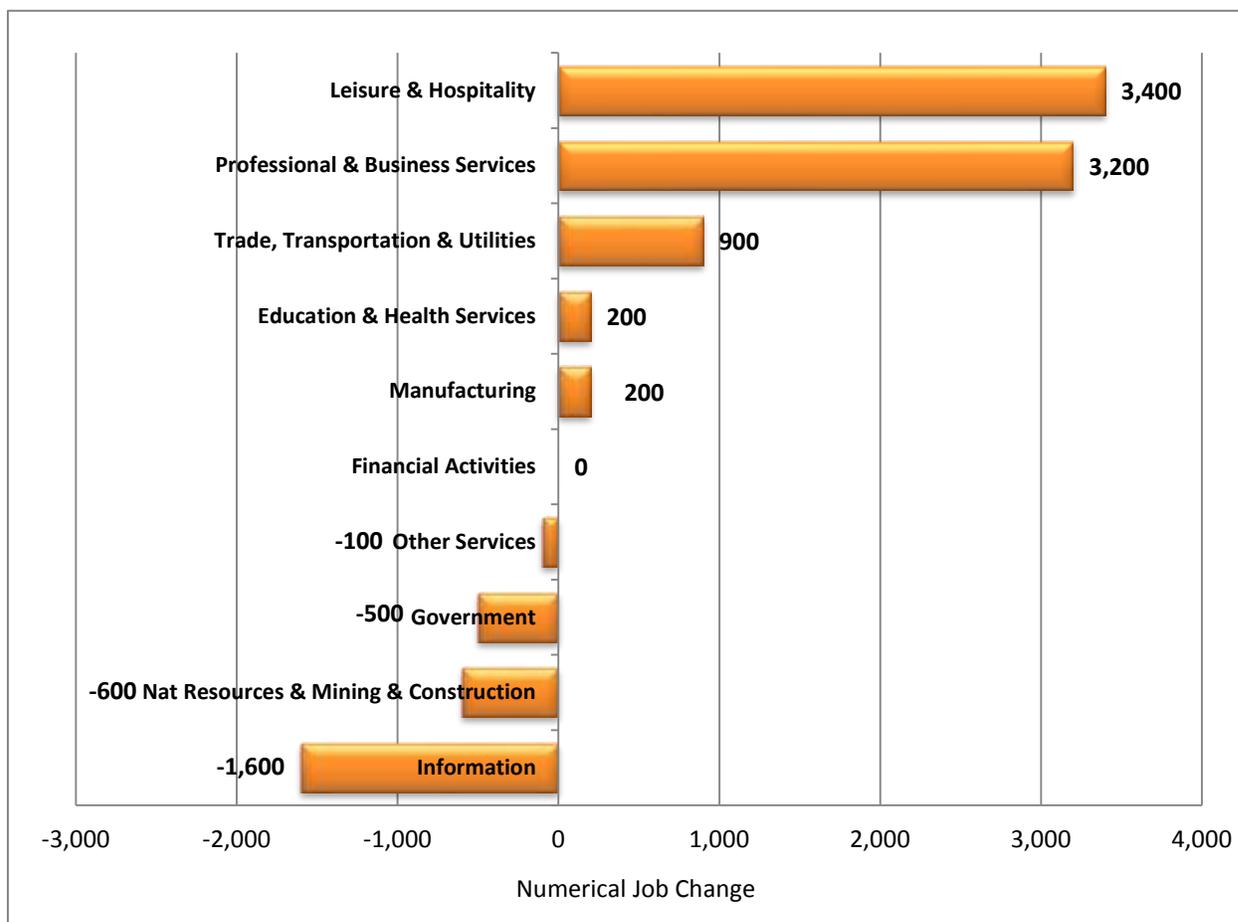


Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

The second largest industry group is a combination of Trade, Transportation, and Utilities (TTU), amounting to 111,000 jobs or 19 percent of the job total. Three out of five TTU jobs are in retail trade. This sector managed to add 900 jobs between 2010 and 2011. Many of these jobs in trade and transportation are influenced by our visitors count.

Not far behind is the Leisure and Hospitality industry with 103,700 jobs or almost 18 percent of the total job tally. A huge portion of this industry is Accommodation and Food Services, which is the hotel and restaurant business. Registering the biggest increase in jobs of 3,400 between 2010 and 2011, tourism continues to remain strong throughout the islands and is a vital part of our state's economy, bolstering the governor's vision of relying on this stalwart industry to sustain the state's economy. Most of the jobs in this industry are entry-level, and require minimal to moderate training that is usually acquired on the job.

Table 6. Hawaii's over-the-year job change (not seasonally adjusted), 2010-2011



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

Education and Health Services sector jobs at 75,500 account for almost 13 percent of the statewide job total. The bulk of them are in Health Care and Social Assistance agencies. This was one area of concern that the Governor had in the State's ability to supply an adequately trained workforce and the reason for the Department of Labor and Industrial Relations to conduct two health skills panels in 2010. These panels Identified skill shortages in specialty nursing and a glut of registered nurses, which was a surprising turn-around from a few years ago, when severe shortages for registered nurses created financial incentives for out-of-state and Immigrant nurses to attract them to Hawaii. Table 20 lists the skills required for healthcare occupations, as Identified by the skill panels. The findings and recommendations of the skill panels helped the University of Hawaii and other educational entities redesign their training programs to meet the skill shortages. For more information on Skill Panels, refer to the section on State Strategies, Leveraging.

Almost neck and neck with this sector was Professional and Business Services with 74,800 for another 13 percent of all jobs. Most of the positions are found in the Administrative, Support, and Waste Management fields and secondarily, in the Professional, Scientific, and Technical arenas. Although fifth in size, the professional sector increased their positions by 3,200, the second largest gains between 2010 and 2011. This highlights the need for a more educated workforce, which spurred the Governor to emphasize the need to invest in education through grants such as the "Race to the Top."

The next three industry sectors are of similar size: the Natural Resources and Construction group generated 74,800 jobs or about 5 percent of all state jobs as well as the Financial Activities group which contributed 26,900 for another 5 percent share. Close behind was the Other Services sector that reported 25,800 or over 4 percent of the

state job count. All of these sectors struggled to hold onto jobs during the 2010 and 2011 period with Construction group losing 600 jobs, Other Services releasing 100, and Financial Activities remaining stagnant.

To sustain the state's economy, the Governor is putting his efforts towards increasing the agricultural and construction industries. The WDC, with the State Departments of Agriculture and Labor and Industrial Relations, convened five agricultural skill panels (at least one on each major island) in 2011 and 2012 to identify common workforce needs of the industry and recommend actions that would encourage growth of this economic sector. In total, over 600 farmers, educational entities, and other supporters participated, and they formulated over 400 recommendations. Several bills in the current state legislature were introduced to implement some of the recommendations, including one that establishes an agricultural workforce advisory board to advise its respective member organizations on agricultural training. If enacted, the Board would consist of representatives from the State Board of Education, University of Hawaii, Community Colleges, Hawaii Farm Bureau, State Department of Labor and Industrial Relations, and State Department of Agriculture. In addition to legislative actions, the University of Hawaii Community Colleges have increased their course offerings to meet the workforce needs identified by the farmers, and information about the courses have been shared with the skill panel leaders so that they may distribute the information to their trade organizations. The dialogue with the agricultural skill panel leaders continues as the DLIR convenes regular meetings to share updates and receive input about evolving needs. The workforce skills identified by the Agricultural Skill Panels is shown on Table 20. For more information on Skill Panels, refer to the section on State Strategies, Leveraging.

With regard to development of the construction industry, the Governor assisted in resolving major hurdles to the light rail project in Honolulu, and its development is proceeding with plans for accompanying developments around the rail stations.

The last two industries of Manufacturing and Information were much smaller with 13,200 and 8,200 positions, only garnering two and one percent, respectively of the total state job base. Manufacturing managed to grow by 200 between 2010 and 2011, while Information was down by 1,600.

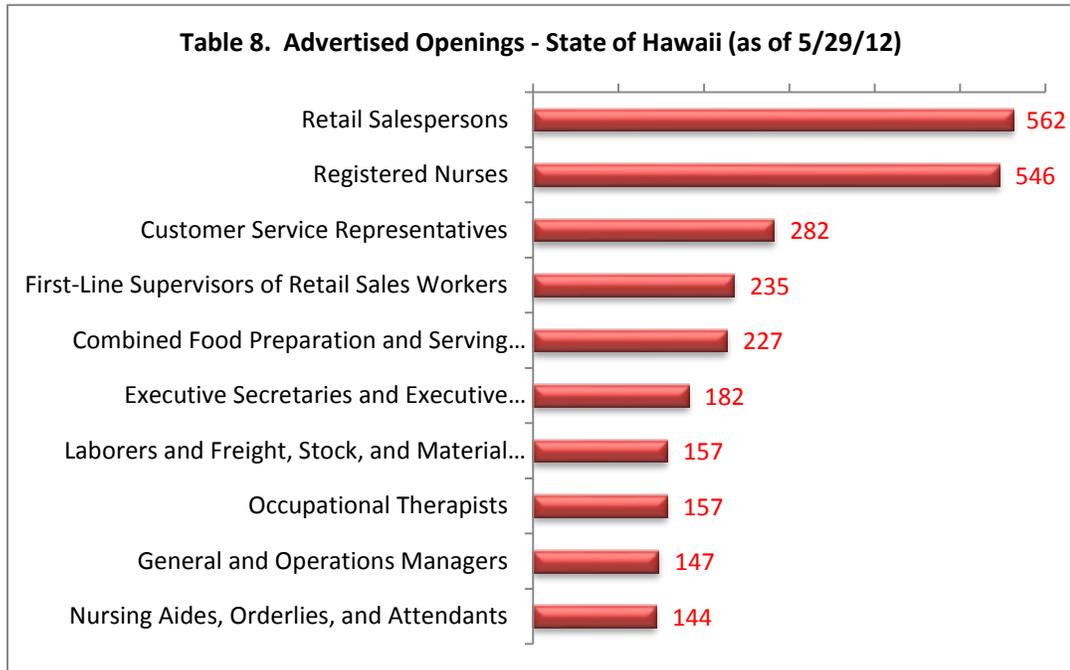
## More Advertised Jobs Posted Online

Another indication that Hawaii's economy is starting to improve is the elevated demand for more workers by employers. According to the data on advertised jobs from 2008-2011, all counties experienced a considerable drop in job postings from 2008 to 2009. The openings rebounded slightly for all areas except Hawaii County in 2010. In 2011, employers in all counties posted more help wanted listings, with Maui County, in particular, benefitting with an increase of 45 percent. Hawaii County went up by 30 percent, followed by Kauai County with a gain of nearly 30 percent, while job advertisements in Honolulu County rose by 21 percent.

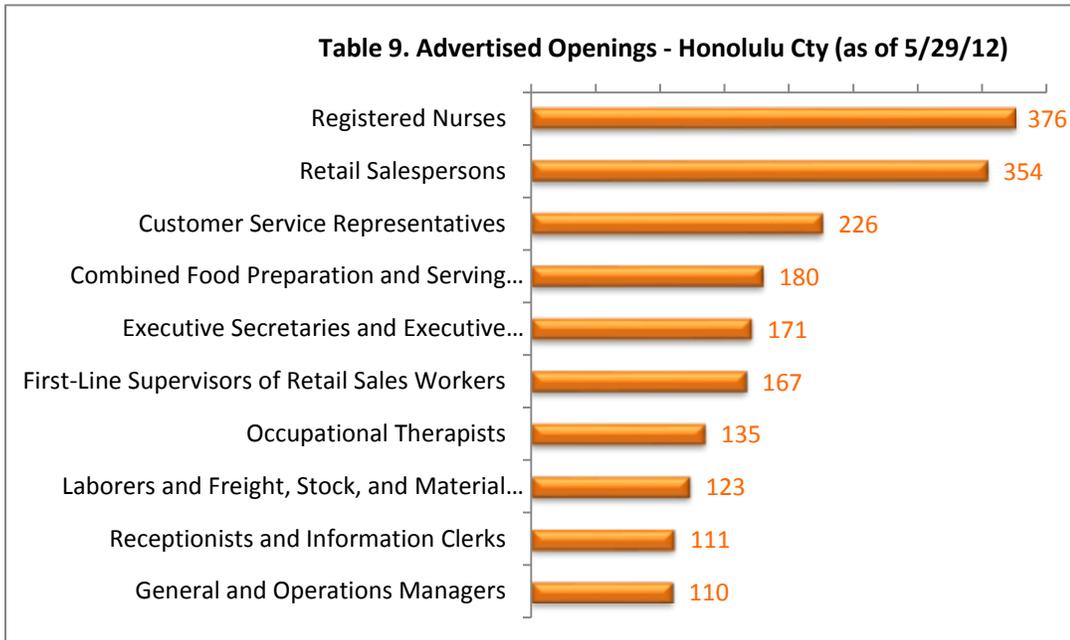
Table 7. Advertised jobs online, Annual 2008-2011

	2008	2009	2010	2011
<b>Statewide</b>	138,830	101,238	105,463	131,657
<b>Hawaii County</b>	9,547	8,646	8,437	10,992
<b>Honolulu County</b>	109,636	78,124	81,841	99,391
<b>Kauai County</b>	8,116	5,027	5,153	6,693
<b>Maui County</b>	11,531	9,441	10,032	14,579

As of May 29, 2012, the top advertised jobs within each county offered a mixture of opportunities for jobseekers. The following graphs display the 10 occupations with the most openings in the State as well as each county.



Source: HIWI Area Profile, Online Advertised Jobs



Source: HIWI Area Profile, Online Advertised Jobs

**Table 10. Advertised Openings - Hawaii Cty (as of 5/29/12)**

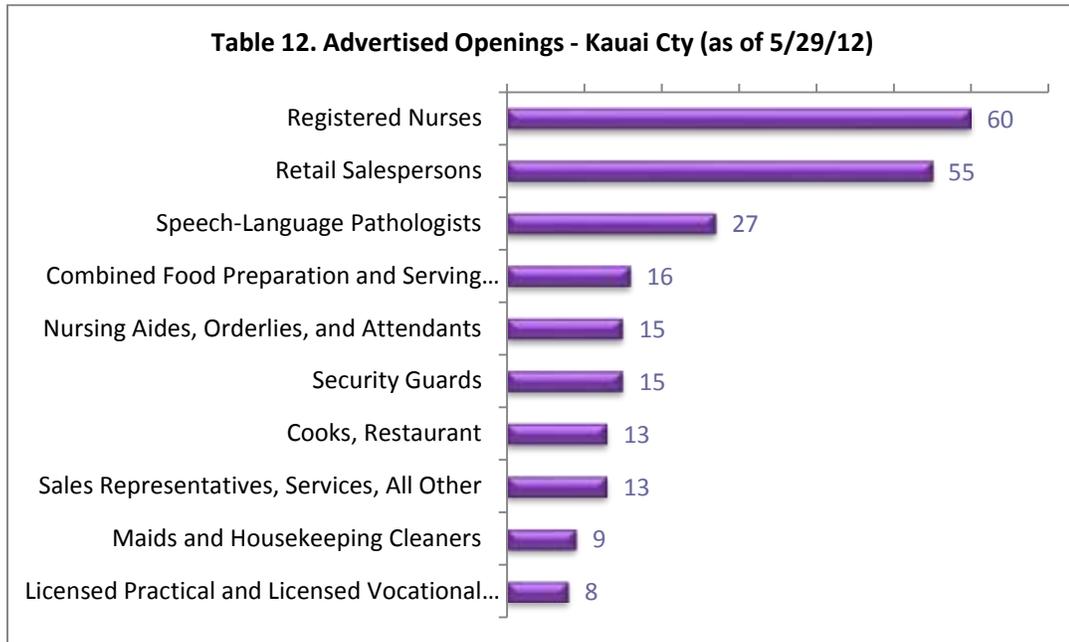


Source: HIWI Area Profile, Online Advertised Jobs

**Table 11. Advertised Openings - Maui Cty (as of 5/29/12)**



Source: HIWI Area Profile, Online Advertised Jobs



Source: HIWI Area Profile, Online Advertised Jobs

Two occupations common to all counties that advertised openings included: retail salespersons and registered nurses. Four other occupations in demand in three of the four counties were: customer service representatives, first-line retail sales supervisors, combined food preparation and serving workers, and general and operations managers. While some of the jobs in each county can be obtained with only a high school diploma, like laborers, others require some postsecondary training or education such as nurses.

Currently, nearly all industries are relying on the latest computer technology, so there is a constant need to update one's computer skills. To clarify workforce needs, the WDC convened a skills panel on information technology in 2012 with industry leaders, educational entities, and workforce partners to identify the specific skills required for each occupation. Table 20 lists the workforce skills identified by this skill panel. Educators and One-Stop Center staff rely on this information to design courses and services offered. For more information on Skill Panels, refer to the section on State Strategies, Leveraging.

The Executive Branch also sponsored a digital government summit in an effort to streamline state services and provide better electronic customer Interactions among all of its Departments, including those for DLIR. This is a long-range project that attempts to link all electronic data bases and systems used by Departments and offices of the Executive Branch.

## Ratio of Unemployed to Job Openings

The ratio of unemployed (seasonally adjusted) to the number of advertised online jobs openings in Hawaii during the month of April 2012 stood at 1.62, where there were 39,250 jobless and 24,219 job openings. At the time, Hawaii County had the highest ratio of 3.32 percent, Kauai was next with 2.05 percent, Maui County at 1.71 percent, and Oahu at 1.36 percent.

**Table 13. Ratio of Unemployed (not seasonally adjusted) to Job Openings**

	APR 2008	APR 2009	APR 2010	APR 2011	APR 2012
<b>Statewide</b>	0.77	2.04	2.27	1.67	1.62

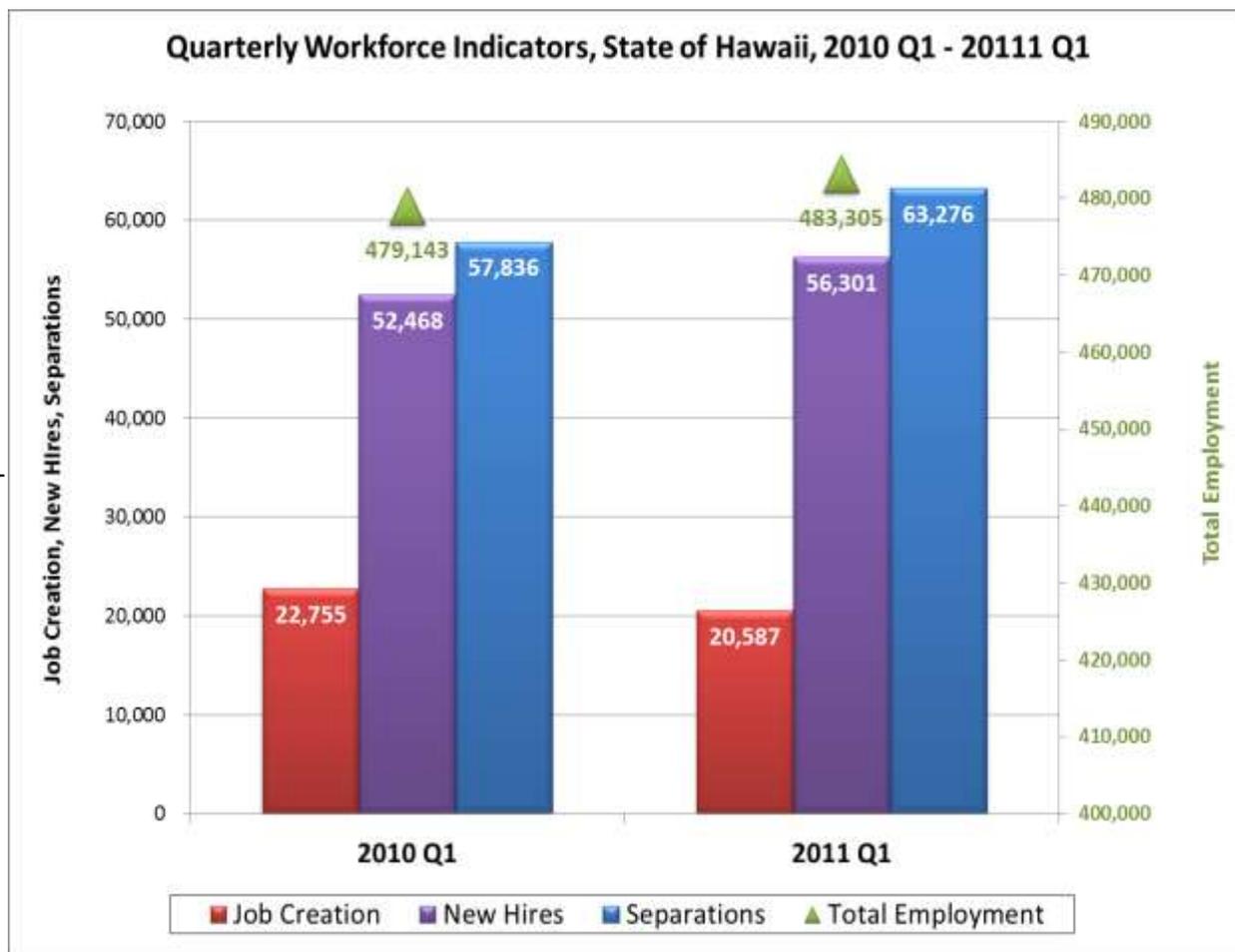
<b>Hawaii County</b>	1.90	4.06	5.72	4.28	3.32
<b>Honolulu County</b>	0.63	1.57	1.70	1.27	1.36
<b>Kauai County</b>	0.69	2.64	3.06	2.40	2.05
<b>Maui County</b>	1.08	3.13	3.83	2.25	1.71

Source: HIWI, Supply and Demand

## Local Employment Dynamics (LED)

Reviewing data produced by the U.S. Census Bureau's Local Employment Dynamic (LED) program through Quarterly Workforce Indicators (QWI), gives an overview of the State's workforce. The latest data available is for the first quarter of 2011 and comparisons against the same quarter a year ago reveal some of the changes happening within our workforce. For the scope of this plan, only the larger industries were analyzed. Public administration was not included because the QWI data currently does not include state and federal government data in Hawaii. In the first quarter of 2011, total employment in Hawaii averaged 483,305, an increase of 4,162 or 0.9 percent from the first quarter of 2010. Job creation averaged 20,587 in the first quarter 2011, down from 22,755 the same quarter the year before. Meanwhile, new hires increased from 52,468 to 56,301 as separations jumped from 57,836 to 63,276.

Table 14.



Source: U.S. Census Bureau, Local Employment Dynamics

Construction industry employment suffered the greatest setback as it lost 1,030 employees from the first quarter of 2010 to the first quarter of 2011, a drop of 3.5 percent. However, there was positive movement for the accommodation and food services sector and administrative, support, waste management, and remediation services sector which expanded employment by 2,982 and 2,257 workers, respectively, or 3.4 and 5.5 percent. Smaller gains were experienced by the other services and transportation and warehousing sector, as well as the retail industry.

As the state struggled in the midst of the ‘great recession’, job creation suffered a setback of -9.5 percent over the past year to average 20,587. This indicator is defined as the number of jobs created by new companies or expansion of existing companies. So despite the overall growth in total employment, there were fewer new jobs being created in the first quarter of 2011. The leading job creator, accommodation and food services produced 4,220 new jobs in the first quarter of 2011, which was down 569 from the first quarter of the previous year. Manufacturing eked out the most improvement over the year, averaging 272 more new jobs than the prior year, for a 75.3 percent jump. Retail also fared modestly, creating 226 new jobs—a 12.7 percent increase over jobs created the same time a year ago.

On a positive note, the number of new hires rose significantly by 3,833, or 7.3 percent, to average 56,301. The healthcare and social assistance sector led with 1,628 more new hires in the first quarter of 2011, as compared to the same quarter the year before, representing an improvement of 37.8 percent. The administrative and support and waste management and remediation services sector also had a substantial increase in hiring with 1,293 more new hires than the previous year, or 16.4 percent more. While the accommodation and food services sector, being the largest industry sector in terms of total employment, had the most new hires, it did not fare as well in hiring growth over the past year with an increase of 437, or 3.7 percent, for an average of 12,220.

During this time frame, the number of separations escalated by 9.4 percent to average 63,276. This indicator counts the number of workers who left their job for various reasons. Most of the separations occurred in the accommodation and food services sector (11,975) and the administrative, support, waste management, and remediation services industry (9,143). The latter sector also increased its separation rate to 18.8 percent, second only to the health and social assistance separation rate of 32.2 percent.

**Table 15. Quarterly Workforce Indicators by Industry, State of Hawaii, Comparing 2011 Q1 to 2010 Q1**

Industry	Net Job Flows			Job Creation			New Hires			Separations		
	2011 Q1	# CHG	% CHG	2011 Q1	# CHG	% CHG	2011 Q1	# CHG	% CHG	2011 Q1	# CHG	% CHG
<b>Total, All Industries</b>	2729	-2,800	---	20,587	-2,168	-9.5%	56,301	3,833	7.3%	63,276	5,440	9.4%
<b>Construction</b>	-203	-483	---	1,874	-270	-12.6%	3,427	-60	-1.7%	4,383	62	1.4%
<b>Manufacturing</b>	160	349	---	633	272	75.3%	1,211	309	34.3%	1,221	-55	-4.3%
<b>Wholesale Trade</b>	45	-160	---	552	-174	-24.0%	1,248	-85	-6.4%	1,363	-42	-3.0%
<b>Retail Trade</b>	-1547	362	---	1,999	226	12.7%	6,623	875	15.2%	8,877	428	5.1%
<b>Transportation &amp; Warehouse</b>	117	8	---	640	-151	-19.1%	2,030	337	19.9%	2,259	137	6.5%
<b>Information</b>	-825	-1,099	---	382	-347	-47.6%	3,002	-1,036	-25.7%	4,534	102	2.3%
<b>Finance &amp; Ins.</b>	23	-115	---	421	-123	-22.6%	821	-256	-23.8%	992	-56	-5.3%
<b>Real Estate, Rental, Leasing</b>	126	-25	---	530	9	1.7%	1,055	13	1.2%	1,093	27	2.5%
<b>Prof., Sci., Tech.</b>	874	128	---	1,820	100	5.8%	2,812	352	14.3%	2,751	351	14.6%
<b>Admin., Support, Waste Mgmt., Remed. Svcs.</b>	986	-179	---	2,604	-105	-3.9%	9,165	1,293	16.4%	9,143	1,444	18.8%
<b>Educational Svcs.</b>	224	-211	---	592	-180	-23.3%	1,487	-90	-5.7%	2,062	291	16.4%
<b>Health Care &amp; Social Asst.</b>	869	-406	---	2,161	-509	-19.1%	5,935	1,628	37.8%	6,374	1,553	32.2%
<b>Arts, Enter., Rec.</b>	59	-27	---	491	54	12.4%	1,343	170	14.5%	1,666	209	14.3%
<b>Accommodation &amp; Food Svcs.</b>	1776	-539	---	4,220	-569	-11.9%	12,220	437	3.7%	11,975	941	8.5%
<b>Other Services</b>	228	-437	---	1,143	-381	-25.0%	2,478	-194	-7.3%	2,623	-12	-0.5%

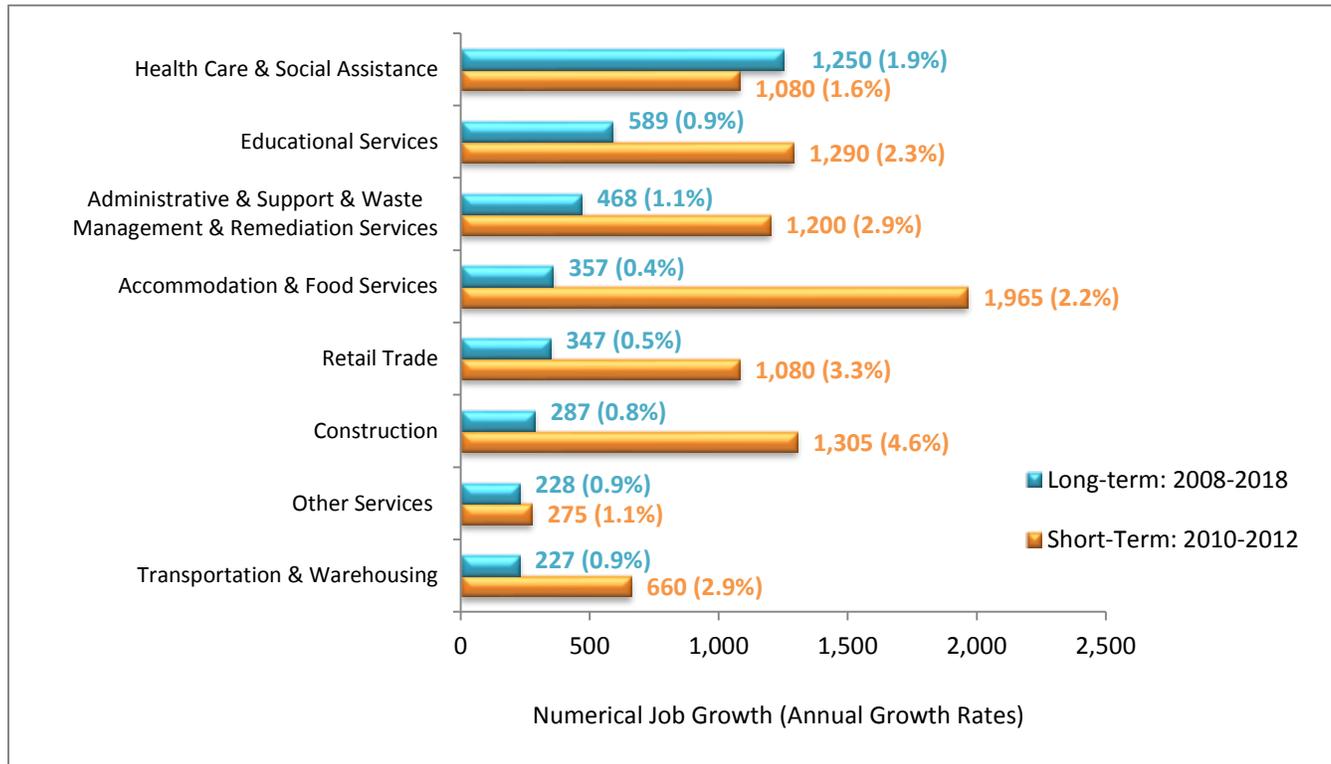
Note: Data extracted on 5/30/12 from LED website: <http://lehd.did.census.gov/led/datatools/qwiapp.html>

## Short-term and Long-term Job Growth Positive

Both short-term and long-term projections for Hawaii predict positive growth. The short-term outlook from 2010 to 2012 points to a recovering economy and forecasts an increase of 22, 840 jobs, or 1.8 annually. Growth over the long term will be slower and is projected to expand by 0.7 percent annually from 2008 to 2018.

Job gains among the industries will vary slightly depending on the timeframe of the projections. More than half of the short-term job gain is projected to occur in three sectors: education and health services (4,740); trade, transportation and utilities (4,110); and leisure and hospitality (4,010). Within these sectors educational services will provide the biggest gains, followed by food services and drinking places and accommodation. Three industries will account for about two-thirds of the increase in the long-term forecasts: education and health services (18,390); trade, transportation, and utilities (7,420); and professional and business services (6,080). Within these major sectors, the following subsectors will add at least 340 jobs per year: healthcare and social assistance; educational services; administrative and support and waste management and remediation services; accommodation and food services; and retail trade. During this same period, manufacturing, natural resources and mining, and the information industries will incur a small decline in jobs.

Table 16 .Hawaii's top growth industries: Projected annual job growth for short- and long-term



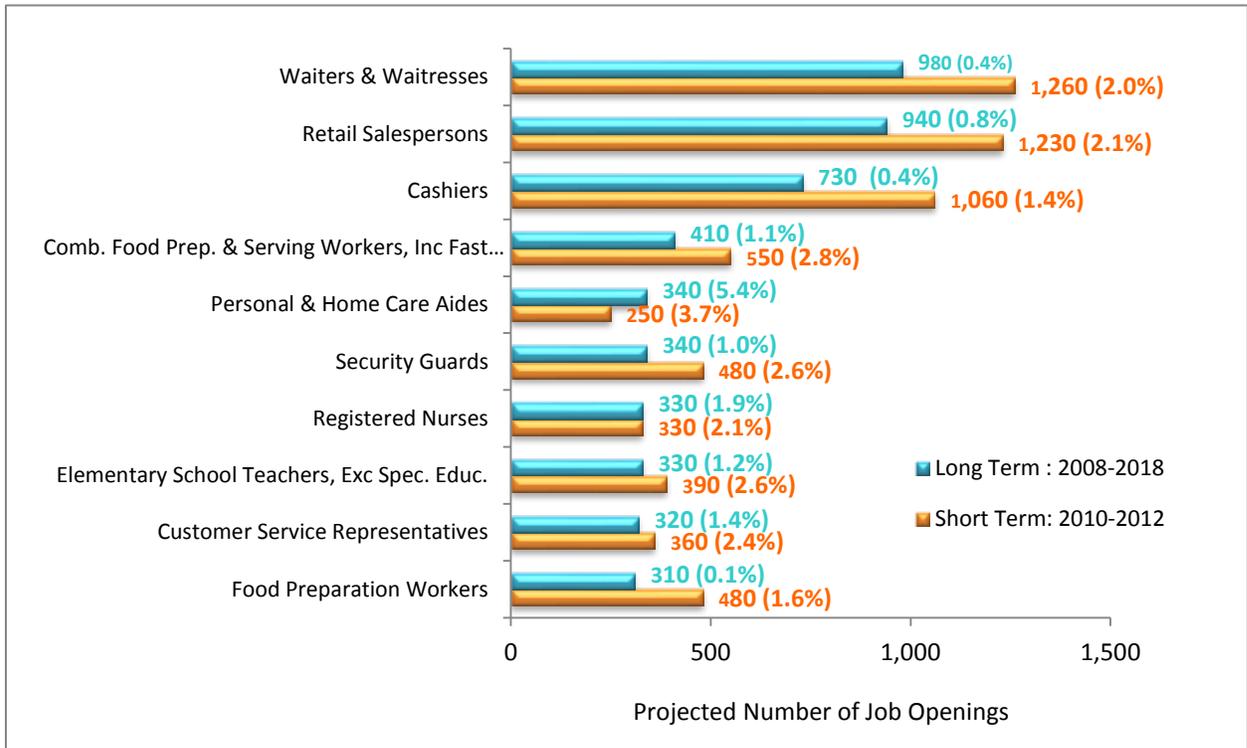
Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

The overall job outlook for the state appears more positive in the short-term compared to the long-term. Continued improvement in tourist arrivals should provide a much needed stimulus to the local economy. Since some major roadblocks have been cleared on the rail project, it will not only provide a lot of construction jobs, but generate other developments surrounding rail stations.

Many of the job openings for the short- and long-term will occur in entry level, transitional jobs. Eight of the ten occupations with the most projected job openings require short- or moderate term on-the-job training. Waiters and waitresses, retail salespersons, and cashiers are expected to be in highest demand. Two of the ten occupations with

the most projected job openings require higher education and training. They include registered nurses and elementary school teachers. Among jobs that pay median annual wages of more than \$48,000, four of the occupations: carpenters, construction laborers, electricians, and police and sheriff's patrol officers do not require postsecondary training.

Table 17. Ten Hawaii occupations projected to have the most annual job openings



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

*An assessment of the workforce skills and knowledge individuals need to find current and future employment in the state, particularly those skills and knowledge identified by employers as necessary for economic growth in the state*

Short-term growth should outperform long-term growth because the current recovery from the Great Recession is well underway and will progress in the next few years. The long-term outlook is a projection of the economy assuming full employment, while the short-term forecast predicts the upcoming business cycle.

In the short-term, there will be increased demand in the education and healthcare industries due to the aging population and the push for educational reform by the current Administration. The rebounding of the visitor industry will have far reaching effects on retail trade, air and sightseeing transportation, and of course accommodations and food services. Visitor arrivals are expected to increase, especially from places other than the U.S. and Japan, while occupancy rates and room rates are also going up. In addition, visitor spending is increasing, which bodes well for tourism but also, in general, for the entire economy. Construction, on the other hand, has been mired in an extended down cycle. It was anticipating a boost from the rail project and energy-related activities, but these have been slow in developing. Still, the potential for growth in the energy sector is tremendous due to Hawaii's sustained sunshine, wind action in certain areas, geothermal energy, and deep water. To capitalize on these natural resources, the

WDC convened an Energy Skills Panel In 2012 to identify projected skill shortages and skills needed. Industry leaders, educational agencies, and workforce partners participated in developing the list the workforce skills required for this industry that is shown on Table 20. For more information on Skill Panels, refer to the section on State Strategies, Leveraging.

The long-term trend for growth in education and health services, in addition to trade, transportation, and utilities, echoes the forecast for short-term growth. The reasons are the same for both time periods, as tourism, and education and healthcare play a vital role in our state’s economy. Administrative and support services are expected to benefit when the temporary help service agencies see increased demand by employers for temporary help. This is a sign that businesses may feel more confident to hire at least temporary help, if not permanent staff.

## Wide Range of Skills and Education Needed

The two largest, major occupational groups of Service occupations and Professional and related occupations have, by far, the largest employment and will exhibit the most gains. From 2008 to 2018, job growth in these two groups will significantly outpace all other groups, representing over 60 percent of the total job advances. Occupations in these two groups encompass a wide range of jobs (waiters/waitresses, food workers, teachers, and registered nurses) with varying skills and education and training requirements, and employ approximately 44 percent of the workforce. See Table x. The Service and Professional groups will also produce about half of all job openings each year.

In terms of percentage growth, the Professional and related occupational group is projected to expand faster than the statewide average for all occupations, increasing by 10.4 percent. Growth in Business and Financial operations occupations ranks second, followed by Service occupations, at 10.1 percent and 8.8 percent, respectively – well above the state’s average growth rate of 6.9 percent.

**Table 18. Occupational Employment and Growth, State of Hawaii, 2008-2018**

Occupation	Employment		Growth		Average Annual Openings		
	2008	2018	Net	Percent	Due to Growth	Due to Replacements	Total
<b>Total, All Occupations</b>	685,920	733,180	47,260	6.9%	5,230	16,030	21,260
<b>Management</b>	44,680	46,220	1,540	3.4%	190	930	1,130
<b>Business &amp; Financial Operations</b>	28,850	31,750	2,900	10.1%	300	560	860
<b>Professional &amp; Related</b>	132,020	145,740	13,720	10.4%	1,420	2,920	4,340
<b>Service</b>	174,850	190,250	15,400	8.8%	1,550	4,750	6,300
<b>Sales &amp; Related</b>	72,510	76,490	3,980	5.5%	420	2,100	2,520
<b>Office &amp; Administrative Support</b>	103,870	107,000	3,130	3.0%	570	2,130	2,700

<b>Farming, Fishing, &amp; Forestry</b>	5,080	5,090	10	0.2%	10	140	140
<b>Construction &amp; Extraction</b>	44,080	46,970	2,890	6.6%	310	740	1,040
<b>Installation, Maintenance, &amp; Repair</b>	22,950	24,430	1,480	6.4%	160	450	610
<b>Production</b>	17,620	18,120	500	2.8%	90	350	440
<b>Transportation &amp; Material Moving</b>	39,410	41,140	1,730	4.4%	220	980	1,210

Totals may not add due to rounding to the nearest ten.

Source: Hawaii State Department of Labor and Industrial Relations, Research and Statistics Office, July 2011.

To identify the kinds of skills and knowledge that individuals need to find current and future employment and that employers' desire in their employees, a review of the largest annual openings by occupation is in order. Of the top ten occupations with the most annual openings, seven required only basic skills and they needed less than a month of training. Most of the occupations with the biggest openings involved serving and preparing foods either as waiters and waitresses, fast food workers, or food preparation workers. Retail sales jobs and cashiers were also plentiful. The skills for these types of jobs required predominantly active listening, speaking, service orientation, and social perceptiveness. As for knowledge, customer and personal service was critical, English played a strong role, and some sales and marketing. For the occupations dealing with food, food production was important.

The top five occupations were tourist-related jobs that reflected the dominance of the visitor industry in our state's economy. Most jobs are entry-level, requiring minimal to moderate training that is usually acquired on the job.

Teachers, both elementary and secondary were among the high demand occupations in the state that required high skills, meaning a bachelor's degree or higher, and so not surprisingly, instructing, speaking, and learning strategies were deemed necessary skills. Along with these skills, English, education and training, and knowledge of specific teaching areas were suitable attributes. This boost may be coming from the Governor's "Race to the Top" federal grant which should help better prepare students for college and the workplace.

Occupations needing moderate skills, such as more than a month, but less than a bachelor's degree, were registered nurses and customer service representatives. These positions and others at this skill level demanded principally active listening. Reading comprehension also was prevalent along with critical thinking and speaking. As for knowledge, customer and personal service and English were cited in numerous jobs.

**Table 19. Skill Requirements of Jobs With the Most Job Openings From 2008-2018**

<b>Occupation</b>	<b>Skills</b>	<b>Abilities</b>	<b>Knowledge</b>	<b>Training &amp; Education Requirements</b>	<b>Annual Openings</b>
<b>Waiters &amp; Waitresses</b>	Speaking, Active Listening, Service Orientation, Social Perceptiveness	Oral Comprehension & Expression, Speech Clarity & Recognition, Trunk Strength	Customer & Personal Service, Sales & Marketing, English, Food Production	Short-term on-the-job training	980

<b>Occupation</b>	<b>Skills</b>	<b>Abilities</b>	<b>Knowledge</b>	<b>Training &amp; Education Requirements</b>	<b>Annual Openings</b>
<b>Retail Salespersons</b>	Active Listening, Mathematics, Speaking, Social Perceptiveness, Critical Thinking	Oral Comprehension & Expression, Trunk Strength, Speech Recognition & Clarity, Problem Sensitivity	Customer & Personal Service, Sales & Marketing, Administration & Management	Short-term on-the-job training	940
<b>Cashiers</b>	Active Listening, Mathematics, Speaking, Instructing, Social Perceptiveness	Oral Expression & Comprehension, Number Facility, Speech Recognition & Clarity, Near Vision	Customer & Personal Service, Mathematics, English, Education & Training	Short-term on-the-job training	730
<b>Fast Food Preparers &amp; Servers</b>	Active Listening, Speaking, Instructing, Mathematics, Social Perceptiveness	Oral Expression & Comprehension, Speech Clarity, Problem Sensitivity, Trunk Strength, Near Vision	Customer & Personal Service, Food Production, Sales & Marketing, Mathematics	Short-term on-the-job training	410
<b>Security Guards</b>	Active Listening, Reading Comprehension, Social Perceptiveness, Monitoring	Problem Sensitivity, Selective Attention, Inductive Reasoning, Near Vision, Oral Comprehension	Public Safety & Security, Customer & Personal Service, English, Law & Government	Short-term on-the-job training	340
<b>Personal &amp; Home Care Aides</b>	Service Orientation, Active Listening, Social Perceptiveness, Critical Thinking, Speaking	Oral Comprehension, Problem Sensitivity, Information Ordering, Speech Clarity	Customer & Personal Service, Public Safety & Security, English Language, Psychology	Short-term on-the-job training	340
<b>Elementary School Teachers</b>	Instructing, Reading Comprehension, Speaking, Learning Strategies	Oral Comprehension & Expression, Problem Sensitivity, Speech Clarity	English, Education & Training, Mathematics, Psychology, Geography	Bachelor's degree	330

Occupation	Skills	Abilities	Knowledge	Training & Education Requirements	Annual Openings
<b>Registered Nurses</b>	Active Listening, Reading Comprehension, Critical Thinking, Instructing, Speaking	Problem Sensitivity, Oral Expression & Comprehension, Inductive & Deductive Reasoning	Medicine & Dentistry, Psychology, Customer & Personal Service, English, Biology	Associate's degree	330
<b>Customer Service Representatives</b>	Active Listening, Reading Comprehension, Monitoring, Speaking	Oral Comprehension & Expression, Deductive Reasoning, Problem Sensitivity	Customer & Personal Service, English, Clerical, Mathematics	Moderate-term on-the-job training	320
<b>Food Preparation Workers</b>	Active Listening, Reading Comprehension, Instructing, Speaking, Learning Strategies	Oral Comprehension, Arm-Hand Steadiness, Manual Dexterity, Speech Recognition	Customer & Personal Service, Food Production, Mathematics, English	Short-term on-the-job training	310

Source: Department of Labor and Industrial Relations, Research and Statistics Office

The different skill panels for Energy, Health Care, Information Technology, and Agriculture identified the occupations with projected higher demand and the skill requirements for each as shown in Table 20 below. The table is color coded by the type of skill panel convened.

**Table 20. Skill Requirements of Jobs from Industry Skill Panels**

	Occupation	Skills	Abilities	Knowledge	Education/ Work Experience/ Training Requirements	Annual Openings, 2010 - 2020
<b>HEALTHCARE</b>	<b>Nursing Aides, Orderlies, &amp; Attendants</b>	Active Listening, Instructing, Speaking, Coordination, Time Management	Problem Sensitivity, Oral Comprehension & Expression, Near Vision, Speech Recognition	Customer & Personal Service, English, Education & Training, Medicine & Dentistry	Postsecondary non-degree award	170
	<b>Medical Records &amp; Health Information Technicians</b>	Active Listening, Reading Comprehension, Speaking, Critical Thinking, Monitoring, Time Management	Near Vision, Oral Comprehension & Expression, Speech Recognition, Information Ordering, Written Comprehension	Clerical, Customer & Personal Service, English Language, Computers & Electronics	Postsecondary non-degree award	20

	<b>Medical Assistants</b>	Active Listening, Speaking, Social Perceptiveness, Monitoring, Reading Comprehension, Critical Thinking, Writing, Complex Problem Solving, Service Orientation	Oral Expression & Comprehension, Problem Sensitivity, Speech Clarity, Near Vision, Speech Recognition, Written Comprehension	English Language, Medicine & Dentistry, Customer & Personal Service, Clerical, Psychology	High School diploma or equivalent; Moderate-term on-the-job training	100
	<b>Physical Therapists</b>	Active Listening, Speaking, Reading Comprehension, Critical Thinking, Social Perceptiveness, Time Management	Deductive Reasoning, Oral Comprehension & Expression, Problem Sensitivity, Inductive Reasoning, Written Comprehension	Medicine & Dentistry, Therapy & Counseling, Customer & Personal Service, Education & Training, English Language, Psychology	Doctoral or Professional degree	30
	<b>Clinical, Counseling, &amp; School Psychologists</b>	Active Listening, Reading Comprehension, Social Perceptiveness, Speaking, Writing, Critical Thinking, Service Orientation, Judgment & Decision Making, Writing	Oral Comprehension & Expression, Problem Sensitivity, Written Comprehension & Expression, Speech Clarity, Deductive & Inductive Reasoning	Psychology, Therapy & Counseling, English Language, Education & Training, Sociology & Anthropology, Customer & Personal Service	Doctoral or Professional degree; Internship/residency	40

	<b>Occupation</b>	<b>Skills</b>	<b>Abilities</b>	<b>Knowledge</b>	<b>Education/ Work Experience/ Training Requirements</b>	<b>Annual Openings, 2010 - 2020</b>
<b>ENERGY</b>	<b>Electricians</b>	Troubleshooting, Repairing, Active Listening, Critical Thinking, Operation Monitoring, Quality Control Analysis	Problem Sensitivity, Manual Dexterity, Visual Color Discrimination	Mechanical, Building & Construction, mathematics, Design, Administration & Management, Customer & Personal Service	High School diploma or equivalent; Apprenticeship	110

	<b>Heating &amp; Air Conditioning &amp; Refrigeration Mechanics &amp; Installers</b>	Installation, Troubleshooting, Repairing, Equipment Maintenance, Operation Monitoring	Near Vision, Problem Sensitivity, Finger Dexterity, Perceptual Speed, Visualization, Deductive Reasoning	Mechanical, Customer & Personal Service, Mathematics, Building & Construction, Public Safety & Security, English Language, Computers & Electronics, Physics	Postsecondary non-degree award; Long-term on-the-job training	40
	<b>Insulation Workers - Floor, Ceiling, &amp; Wall</b>	Operation Monitoring, Monitoring, Operation & Control	Extent Flexibility, Multi-limb Coordination, Gross Body Equilibrium, Manual Dexterity, Trunk Strength	Building & Construction, English Language, Transportation, Education & Training, Production & Processing	High School diploma or equivalent	N/A
	<b>Construction &amp; Related Workers, All Other</b>	Active Listening, Monitoring, Speaking	Problem Sensitivity, Manual Dexterity, Near Vision, Oral Comprehension & Expression	Building & Construction, Customer & Personal Service, Mechanical, Mathematics, Production & Processing	High School diploma or equivalent	N/A
	<b>Environmental Science &amp; Protection Technicians, Including Health</b>	Reading Comprehension, Active Listening, Critical Thinking, Speaking, Writing	Written Comprehension & Expression, Oral Comprehension & Expression, Near Vision, Problem Sensitivity	Chemistry, Computers & Electronics, Public Safety & Security, Customer & Personal Service, English Language	Associate's degree; Moderate-term on-the-job training	10

	<b>Occupation</b>	<b>Skills</b>	<b>Abilities</b>	<b>Knowledge</b>	<b>Education/ Work Experience/ Training Requirements</b>	<b>Annual Openings, 2010 - 2020</b>
<b>AGRICULTURE</b>	<b>Farmworkers and Laborers, Crop, Nursery, and Greenhouse</b>	Operation Monitoring, Operation & Control, Active Listening, Coordination, Critical Thinking, Speaking	Control Precision, Multi-limb Coordination, Manual Dexterity, Rate Control, Speech Recognition	English Language	Less than High School; Short-term on-the-job training	80

	<b>Forest and Conservation Workers</b>	Active Listening, Coordination, Critical Thinking, Judgment & Decision Making, Monitoring	Problem Sensitivity, Arm-Hand Steadiness, Deductive Reasoning, Near Vision, Static Strength	Mathematics, Geography, Biology, Admin & Mgmt, Customer & Personal Svc	High School diploma or equivalent; Moderate-term on-the-job training	<10
	<b>Agricultural Equipment Operators</b>	Operation & Control, Operation Monitoring, Quality Control Analysis, Repairing, Troubleshooting	Control Precision, Multi-limb Coordination, Near Vision, Arm-Hand Steadiness, Depth Perception	Food Production, Personnel & Human Resources, Chemistry, Admin & Mgmt, English Language	Less than high school; Less than 1 year of experience; Short-term on-the-job training	<10
	<b>Farmworkers, Farm and Ranch Animals</b>	Active Listening, Critical Thinking, Monitoring, Coordination, Operation & Control	Arm-Hand Steadiness, Control Precision, Problem Sensitivity, Oral Comprehension, Deductive Reasoning	Admin & Mgmt	Less than high school; Short-term on-the-job training	20
	<b>First-Line Supervisors/Managers of Farming, Fishing, and Forestry Workers</b>	Active Listening, Critical Thinking, Judgment & Decision Making, Monitoring, Coordination	Problem Sensitivity, Deductive Reasoning, Far Vision, Oral Comprehension, Oral Expression	Food Production, English Language	High School diploma or equivalent; 1-5 years experience	10

	<b>Occupation</b>	<b>Skills</b>	<b>Abilities</b>	<b>Knowledge</b>	<b>Education/ Work Experience/ Training Requirements</b>	<b>Annual Openings, 2010 - 2020</b>
<b>SOFTWARE DEVELOPMENT</b>	<b>Software Developers, Systems Software</b>	Critical Thinking, Active Listening, Programming, Reading Comprehension, Complex Problem Solving	Oral Comprehension, Oral Expression, Written Comprehension, Near Vision, Problem Sensitivity	Computers & Electronics, Engineering & Technology, English Language, Customer & Personal Svc, Design	Bachelor's degree	30
	<b>Software Developers, Applications</b>	Complex Problem Solving, Programming, Systems Analysis, Judgment & Decision Making, Systems Evaluation	Deductive Reasoning, Problem Sensitivity, Inductive Reasoning, Category Flexibility, Fluency of Ideas	Computers & Electronics, Mathematics, English Language, Engineering & Technology	Bachelor's degree	30

<b>Computer Programmers</b>	Programming, Reading Comprehension, Complex Problem Solving, Critical Thinking, Active Listening	Written Comprehension, Information Ordering, Near Vision, Oral Comprehension, Deductive Reasoning	Computers & Electronics, English Language, Mathematics, Customer & Personal Svc, Admin & Mgmt	Bachelor's degree	20
<b>Network and Computer Systems Administrators</b>	Critical Thinking, Reading Comprehension, Systems Analysis, Complex Problem Solving, Judgment & Decision Making	Information Ordering, Deductive Reasoning, Inductive Reasoning, Near Vision, Oral Comprehension	Computers & Electronics, English Language, Mathematics, Admin & Mgmt	Bachelor's degree	50
<b>Database Administrators</b>	Complex Problem Solving, Critical Thinking, Monitoring, Active Learning, Active Listening	Problem Sensitivity, Information Ordering, Deductive Reasoning, Inductive Reasoning, Oral Comprehension	Computers & Electronics, Customer & Personal Svc, English Language, Mathematics, Clerical	Bachelor's degree; 1-5 yrs experience	10

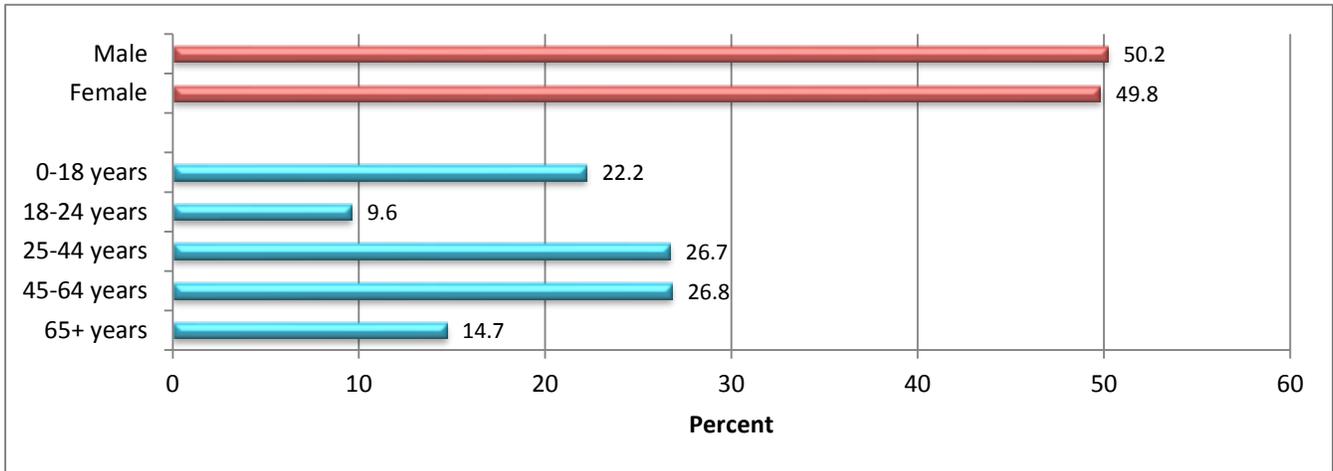
*A description of the characteristics and employment-related needs of the state's population, and diverse sub-populations, including those from racial, ethnic, linguistic groups, older persons, and individuals with disabilities*

## Hawaii's Population and Demographics

According to population estimates for 2011, with a population count of 1,374,810, Hawaii remains one of the smaller states and ranks 40th in size compared to the other 50 states. This represents a slight improvement from 2010, in which Hawaii was ranked 42nd in size. By 2030, Hawaii's population is projected to reach 1,466,046, an increase of 6.6 percent.

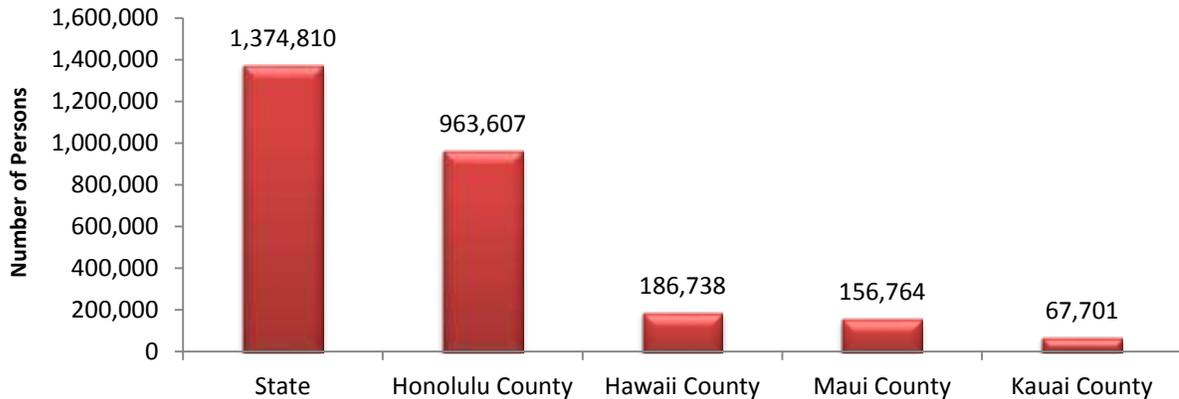
Though third largest in county size, approximately 70 percent of the state's population resides in Honolulu County. With more than double the land area of Honolulu County, Hawaii County accounts for 13.6 percent of the population. Maui County, which experienced the fastest growth from 2010 to 2011, follows with an 11.4 percent share of the population, while Kauai County, the smallest of the counties represents only 4.9 percent of the population.

Table 21. Population Distribution of Hawaii's Population, 2011



Source: U.S. Census Bureau, Population Division

Table 22. 2011 Resident Population for the State of Hawaii and the Counties



Source: U.S. Census Bureau, Population Division

In 2011, Hawaii's civilian labor force totaled 660,700 with the following characteristics:

## Ethnicity

The workforce is multi-ethnic; the two largest groups were Asian (44.2 percent) and White (25.7 percent). Both of these groups posted unemployment rates below the statewide average of 6.7 percent with Asians posting the lowest rate of 4.4 percent while 6.3 percent of Whites were unemployed. Two groups in particular, American Indian/Alaskan Natives which accounted for only 0.2 percent of the civilian labor force and Native Hawaiian/Pacific Islanders with an 8.7 percent share of the civilian labor force had unemployment rates of 15.9 percent and 12.6 percent respectively, well above the statewide average.

Women comprised 48.2 percent of the civilian workforce.

Table 23. Labor Force Information By Sex And Race, State of Hawaii, 2011

Sex and Race	Civilian Labor Force	Percent Distribution			Unemployment Rate
		Civilian Labor Force	Employed	Unemployed	
Both Sexes (incl. Hispanic)	660,700	100.0%	100.0%	100.0%	6.7%
White	169,550	25.7	25.8	24.3	6.3
Black/African American	7,700	1.2	1.1	1.6	9.1
Amer. Indian/Alaskan Native	1,650	0.2	0.2	0.6	15.9
Asian	291,700	44.2	45.2	29.1	4.4
Native Hawaiian/Pac. Islander	57,350	8.7	8.1	16.4	12.6
Some Other Race	7,000	1.1	1.0	1.6	9.8
Two or More Races	125,750	19.0	18.5	26.5	9.3
Minority Group	491,150	74.3	74.2	75.7	6.8
Hispanic or Latino	40,400	6.1	5.8	10.5	11.4
Females (incl. Hispanic)	318,700	100.0%	100.0%	100.0%	6.0%
White	77,600	24.3	24.3	24.8	6.1
Black/African American	3,100	1.0	0.9	1.7	10.6
Amer. Indian/Alaskan Native	800	0.3	0.2	0.8	19.1
Asian	146,600	46.0	47.2	27.4	3.6
Native Hawaiian/Pac. Islander	27,000	8.5	8.0	16.0	11.3
Some Other Race	3,100	1.0	0.9	1.7	10.4
Two or More Races	60,450	19.0	18.4	27.5	8.7
Minority Group	241,100	75.7	75.7	75.2	6.0
Hispanic or Latino	19,900	6.2	5.9	11.3	10.9
Females as a Percent of Both Sexes	48.20%	----	----	----	----

Note: Totals may not add due to rounding.

Source: Labor Force Estimates from 2011 Annual Local Area Unemployment Statistics (LAUS), based on 2000 Census.

## Earnings

Median weekly earnings for full-time wage and salary workers in 2010 averaged \$732 per week. Males earned \$797 per week, while females received \$658 per week. For women, this translates to 82.6 percent of the median weekly earnings of men, which is a slight increase of 1.1 percentage points from 2009. Nationwide, women earned \$669 or 81.2 percent of the \$824 earned by men. In 2011, women accounted for about 48 percent of the civilian labor force, with a 6.0 percent unemployment rate. This rate compares favorably to the 7.4 percent unemployment rate for males and the overall rate of 6.7 percent for both sexes combined.

## Hawaii's Population and Demographics

Additional skills gap information is provided for the homeless, individuals below poverty level, disabled persons, and older persons.

### Homeless

- Of the 5,503 adults who utilized Shelter Program services within the State of Hawaii from July 2, 2010 to June 30, 2011, 70 percent were unemployed, while about a quarter (26 percent) were employed full or part time. The City and County of Honolulu (69 percent) and Kauai County (70 percent) were very similar to the state, while Hawaii County had the highest percentage of adult clients who were unemployed (81 percent) and Maui County had the lowest (67%).
- Statewide, 46 percent of the adults who accessed these services had a high school diploma or GED, while approximately a quarter (24 percent) had some college or more, and another quarter (26 percent) had no high school degree. Among the counties, Hawaii County reported the highest percentage of adult clients with no high school diploma (30 percent). The City and County of Honolulu had the next highest percentage (27 percent) followed by Maui County (22 percent) and Kauai County (17 percent).
- Military veterans comprised 11 percent of the adults who received shelter services statewide. The City and County of Honolulu had the highest percentage of veterans served at 12 percent followed by Kauai County at 10 percent and Hawaii County with 9 percent. Maui County had the lowest percentage of veterans with 6 percent.
- Adults with a disabling condition accounted for 17 percent of those who received shelter services statewide, with Hawaii County reporting the highest percentage of such adults (32 percent), followed by Kauai County (23 percent), the City and County of Honolulu (16 percent), and Maui County (12 percent).

**Table 24. SHELTER PROGRAM - Demographics (Adults 18 years and older)**

	Total	
	Number	Percent
<b>Employment Status</b>		
Unemployed	3,827	70%
Employed part time	673	12%
Employed full time	782	14%
Unknown	221	4%

<b>Educational Attainment</b>		
Less than high school diploma	1,424	26%
High school diploma/GED	2,550	46%
Some college or more	1,323	24%
Unknown	206	4%
<b>Veteran Status</b>		
Yes	599	11%
No/unknown	4,904	89%
<b>Disabling Condition</b>		
Yes	933	17%
No/unknown	4,570	83%
<b>Total</b>	<b>5,503</b>	<b>100%</b>

Source: Center on the Family, University of Hawaii at Manoa, Homeless Service Utilization Report - Hawaii 2011, [www.uhfamily.hawaii.edu](http://www.uhfamily.hawaii.edu)

To bridge the skill gaps that the state's homeless population faces, the State of Hawaii is currently adopting a multi-prong effort to both address the needs of the population now and help individuals in that population develop the skillsets necessary for employment. This multi-pronged effort includes:

- Working with local homeless shelters to provide job skills workshops to the residents. This is being done through a Governor-led effort to address homeless issues across the state, with a dedicated committee through the Hawaii Interagency Council on the Homeless.
- Knowing the resources in your area and working with consortiums and partners on grant opportunities to provide additional services
- Referrals to other partner agencies to provide physical and mental health services, substance abuse treatment and skill development services.

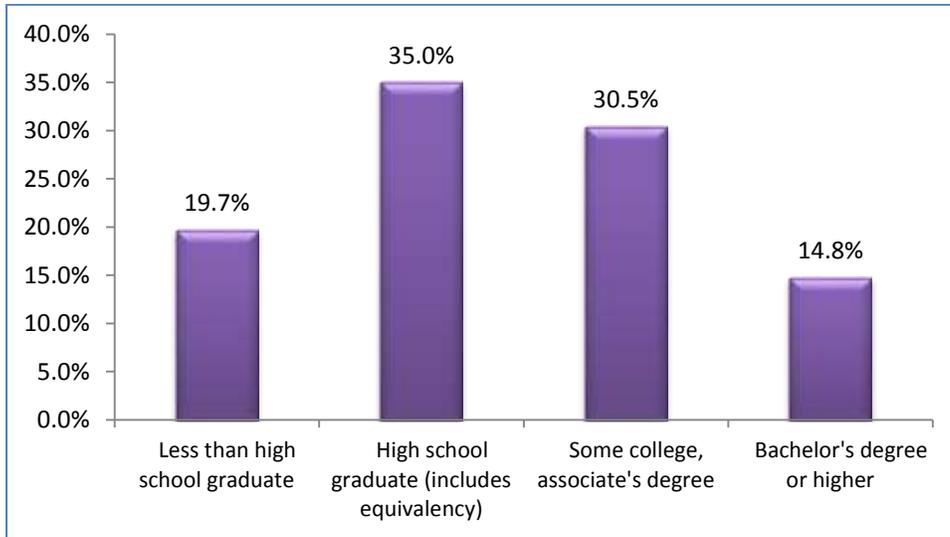
### Poverty

- According to data from the 2009-2011 American Community Survey, almost 8 percent of individuals in the State of Hawaii earned income that fell below the poverty level.
- Four-fifths of individuals that fell within the poverty level had obtained at least a high school level education. Approximately 45 percent had received some postsecondary education.

**Table 25. State of Hawaii, Poverty Status in the Past 12 Months of Individuals**

Income in the past 12 months below poverty level:	81,582
Less than high school graduate	16,076
High school graduate (includes equivalency)	28,571
Some college, associate's degree	24,853
Bachelor's degree or higher	12,082
Income in the past 12 months at or above poverty level:	832,131
Less than high school graduate	72,263
High school graduate (includes equivalency)	232,042
Some college, associate's degree	269,799
Bachelor's degree or higher	258,027
<b>Total:</b>	<b>913,713</b>

**Table 26. Education Level for Individuals below the Poverty Level**



Source: U.S. Census Bureau, 2009-2011 American Community Survey 3-Year Estimates, Table C17003: Poverty Status in the Past 12 Months of Individuals by Educational Attainment.

A good majority of those considered in the poverty level are also those who are welfare recipients in Hawaii. They tend to be less skilled than the general adult population and tend to be much less skilled than employed people not receiving aid. People who are heavily dependent on welfare, defined as welfare recipients who did not work in the prior year, tend to have even lower skill levels than other welfare recipients.

The State of Hawaii, in addressing the skill gap in those receiving public assistance, will continue to partner both the labor and human resources development departments of the State of Hawaii to provide to all public assistance recipients the opportunity to gain new, work related skills. This includes, but not limited to technical, soft skill development and work placement.

## Persons with Disabilities

- Of the 272,204 individuals with a disability in the State of Hawaii, slightly over 1 percent, or 3,935 persons have a disability that permits them to go outside the home. Within that group, almost 84 percent are not enrolled in school. More than two-thirds of those not enrolled in school have a high school level education or higher.

**Table 27. State of Hawaii, Go-Outside-Home Disability by Educational Attainment**

With a go-outside-home disability:	3,935
Enrolled in school:	637
Below college	247
College or graduate school	390
Not enrolled in school:	3,298
Less than high school graduate	1,077
High school graduate (includes equivalency)	1,613
Some college or associate's degree	415
Bachelor's degree or higher	193
No go-outside-home disability:	268,269
Enrolled in school:	70,754
Below college	9,131
College or graduate school	61,623
Not enrolled in school:	197,515
Less than high school graduate	14,531
High school graduate (includes equivalency)	80,075
Some college or associate's degree	59,958
Bachelor's degree or higher	42,951
<b>Total:</b>	<b>272,204</b>

Source: U.S. Census Bureau, 2005-2007 American Community Survey 3-Year Estimates,

Table B18015: Go-Outside Home Disability by School Enrollment and Educational Attainment for the Civilian Noninstitutionalized Population 18 to 34 years

Currently, disabled people in Hawaii are far less likely to be in work or hold qualification for current job opportunities in the state. Hawaii's disabled populations are more likely to have no recognized qualifications whatsoever or have minimum qualifications for possible entry-level placement with no opportunity to advance. Within the wide definition of disability, there are significant concentrations of low skills among certain groups of disabled people with long term health conditions, which at times impede employers from hiring disabled for entry level positions. To address these gaps, the governor of the state has increased resources to social agencies that provide support and development services for disabled, with the goal of helping integrate more of the disabled population into the workforce.

## Older Persons

- Persons aged 45 years old and older constitute more than half of the state's population count. More than one-third of those in this category are between the ages of 45 to 64 years old.
- In terms of educational attainment, approximately 80 percent of the population 65 years and older have at least a high school degree while almost 92 percent of those 45 to 64 years old are at least high school

graduates. About 45 percent of those 65 years and older have some postsecondary education compared to almost two-thirds of those 45 to 64 years old.

**Table 28. State of Hawaii, Educational Attainment for the Population 45 Years and Older**

<b>45 to 64 years:</b>	<b>368,752</b>
Less than 9th grade	14,229
9th to 12th grade, no diploma	16,840
High school graduate, GED, or alternative	95,567
Some college, no degree	87,055
Associate's degree	38,080
Bachelor's degree	76,345
Graduate or professional degree	40,636
<b>65 years and over:</b>	<b>196,616</b>
Less than 9th grade	24,088
9th to 12th grade, no diploma	15,655
High school graduate, GED, or alternative	68,771
Some college, no degree	31,665
Associate's degree	9,655
Bachelor's degree	27,228
Graduate or professional degree	19,554
<b>Total:</b>	<b>1,058,118</b>

Source: U.S. Census Bureau, 2009-2011 American Community Survey 3-Year Estimates, Table B15001: Sex by Age by Educational Attainment for the Population 18 Years and Over

The older worker population, generally, is seen more an asset than a detriment due to the amount of skill the worker has already obtained through years of employment. Even with high-tech development of workplaces, older workers are still seen as an asset due to their higher development of soft skills and discipline. However, one gap that continually needs to be addressed is perceived discrimination that older workers will cost more for a company hiring them. With proof showing that older workers are more productive than their younger counterparts, thus countering any increase in health or employment premiums of the worker, the State of Hawaii continues to promote the hiring of Kupuna, or senior workers, into the state's workforce.

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## Foreign-born Population

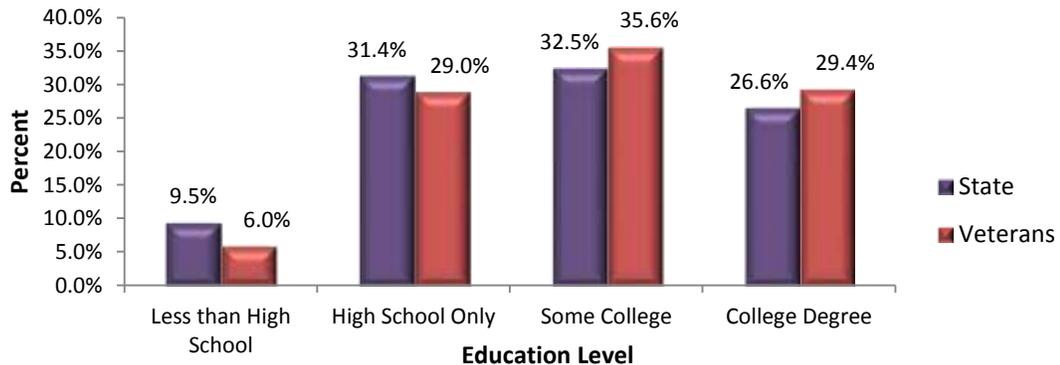
- More than one-fifth (18.1 percent) of the state's population is foreign-born. Among the foreign-born residents, 29.2 percent reported the year of entry into the United States as 2000 or later. More than three-quarters (77 percent) of Hawaii's foreign-born population was born in Asia.
- A little over a quarter (25.9 percent) of the population over the age of 5 years old speaks a language other than English. Not surprisingly, considering the size of the foreign-born population, the overwhelming majority (84.6 percent) reported "Asian and Pacific Islander languages" as the language other than English

spoken at home. Of the total group that speaks a language other than English at home, almost half (46.8 percent) stated that they speak English less than “very well.”

## Veterans

- Veterans constitute approximately 11.7 percent of the civilian population over 18 years old. The labor force participation rate for veterans in Hawaii is 79.2 percent compared to 76.8 percent for the nation. Approximately 4.9 percent of the state’s veterans are unemployed, slightly higher than the statewide rate of approximately 4.5 percent. Median income of veterans averaged \$41,840. In terms of education, 6 percent had less than a high school degree, 29 percent had only a high school diploma, more than one-third (35.6 percent) of the veterans had at least attended college, and 29.4 percent graduated from college. Compared to the statewide population, veterans have attained higher levels of education. See chart below.
- Although veterans currently have a fairly low rate of unemployment, a significant number of veterans will be entering the workforce in the future as the military winds down. Of those returning, it is estimated that approximately 45 percent have sustained an injury.

Table 29. Education Level of the State Population vs. Veterans, Adults 25 and Over, 2006-2010



Source: United States Department of Agriculture, Atlas of Rural and Small Town America

## Farm Workers

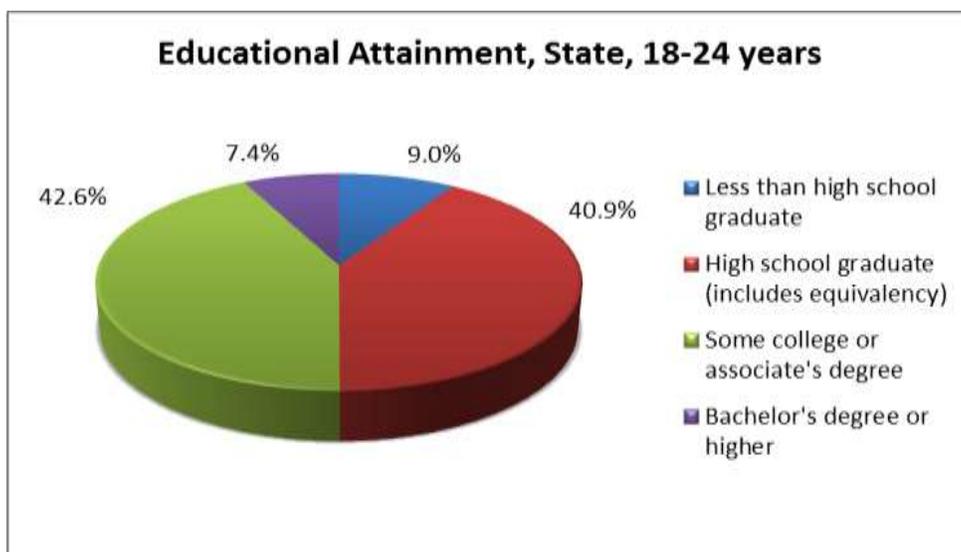
According to the U.S. Department of Agriculture, National Agricultural Statistics Service, in 2011, Hawaii’s hired agricultural workforce increased from 6,400 to 7,100 workers, up 11 percent from 2010. All other (diversified agriculture) provided over 90 percent of the total gain in the agricultural workforce.

## Hawaii Performs Well in Educational Attainment

Overall, Hawaii compared favorably against the nation in terms of educational attainment, both for youth and working age populations. Hawaii had a smaller percentage of people without high school diplomas and a slightly greater share of high school graduates. In terms of college and degrees, Hawaii had higher shares of those also, except in the youth aged 18-24, which trailed the U.S. in percentage of those holding Bachelor's or higher degrees.

Nine percent of the youth in Hawaii did not graduate from high school during the reference period 2006-2010. However, Hawaii compared favorably against the nation which averaged 17.1 percent. High school graduates comprised nearly 41 percent of Hawaii's youth, which is significantly higher than the U.S. average of 31.2 percent. The percentage of youth with some college or associate's degrees was almost identical with 42.6 percent for Hawaii and 42.5 percent in the nation. In terms of the youth that earned Bachelor's or higher degrees, Hawaii lagged behind the U.S. with 7.4 percent compared to the national average of 9.2 percent.

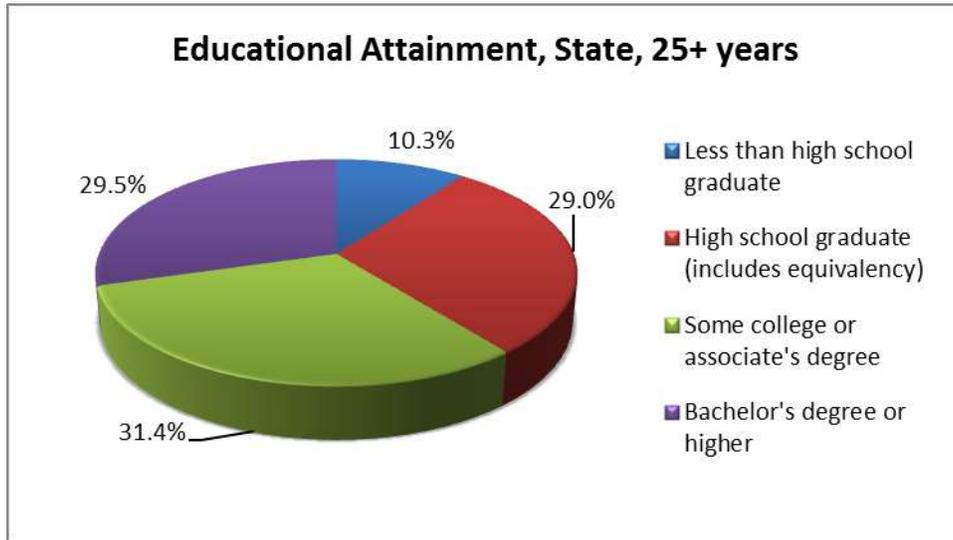
Table 30.



Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Among the working age population aged 25 years and older, Hawaii had 10.3 percent with no high school diploma, while the U.S. came in higher with 14.9 percent. The percentage of high school graduates was the same for Hawaii and the nation with 29 percent. Those with some college or associate's degree comprised 31.4 percent of working age people in Hawaii, while the figure for the U.S. was lower at 28.1 percent. Working age people holding a Bachelor's or higher degree accounted for a 29.5 percent share in Hawaii, while the same group comprised only 27.9 percent in the nation.

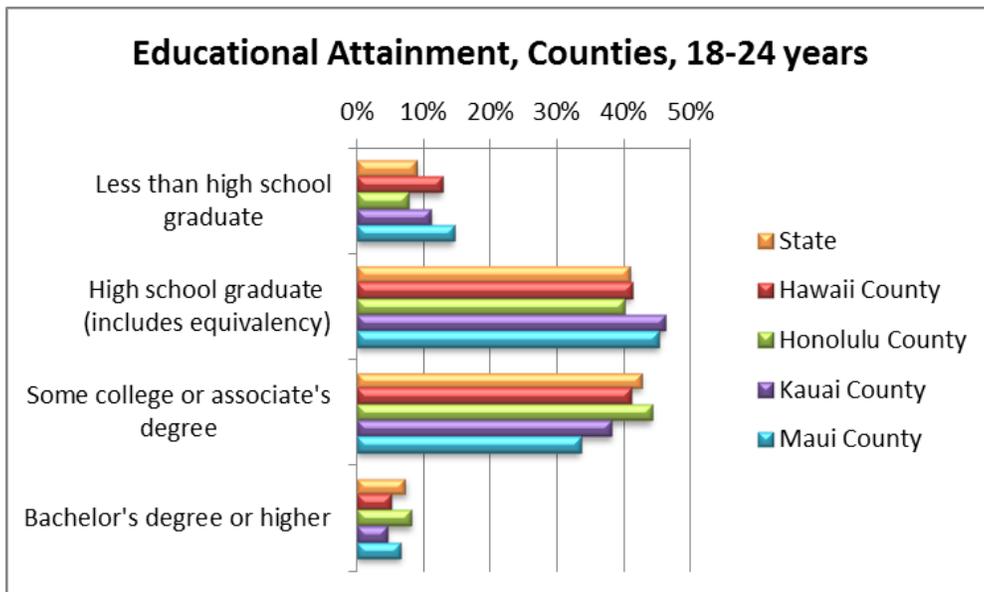
**Table 31.**



Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Among the four counties in Hawaii, Honolulu County fared the best in terms of educational attainment for youth aged 18-24 years old. Honolulu had the smallest percentage of those without a high school diploma and the highest share of those with some college or degrees.

**Table 32.**

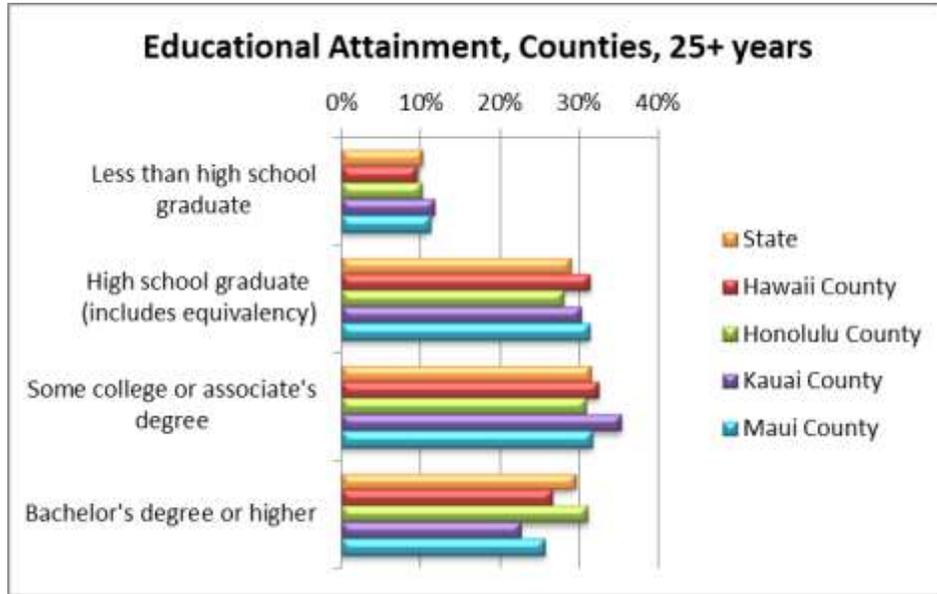


Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Educational attainment among the counties varied among the working age population aged 25 years and older. Hawaii County had the smallest percentage of non-high school graduates, but they also had the highest share of

those with only high school diplomas. Meanwhile, Kauai County had the highest percentage of those with some college or associate's degrees. Honolulu County had the greatest share of those with Bachelor's or higher degrees.

**Table 33.**



Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Within the University of Hawaii system that includes three university campuses and seven community colleges, there were nearly 9,000 degree and certificates earned during the fiscal year 2010 to 2011, a record number. About 52 percent of the degrees were from the main UH campus at Manoa, with nearly 3,000 being Bachelor's degrees and 1,232 being Master's degrees. UH at Hilo conferred 731 degrees, mostly of the Bachelor's type. Of the community colleges, Kapiolani was the largest school conferring 851 degrees, predominantly Associate's degrees.

**Table 34. Degrees, Diplomas and Certificates Earned, University of Hawaii System, FY 2010-2011**

	Total	UH-Manoa	UH-Hilo	UH-West Oahu	Hawaii CC	Honolulu CC	Kapiolani CC	Kauai CC	Leeward CC	Maui CC	Windward CC
<b>All Degrees</b>	<b>8,988</b>	<b>4,675</b>	<b>731</b>	<b>255</b>	<b>405</b>	<b>559</b>	<b>851</b>	<b>208</b>	<b>657</b>	<b>482</b>	<b>165</b>
<b>Certificates</b>	474				62	38	91	59	60	155	9
<b>Associate Degrees</b>	2,847				343	518	760	149	597	324	156
<b>Advanced Prof. Cert.</b>	3					3					
<b>Bachelor's Degrees</b>	3,796	2,957	581	255						3	
<b>Post Bach.</b>	103	75	28								

	Total	UH-Manoa	UH-Hilo	UH-West Oahu	Hawaii CC	Honolulu CC	Kapiolani CC	Kauai CC	Leeward CC	Maui CC	Windward CC
<b>Master's Degrees</b>	1,269	1,232	37								
<b>Doctor's Degrees</b>	213	212	1								
<b>First Professional</b>	283	199	84								

Source: Banner Operational Data Store (ODS) IRO\_DEGREE

According to the U.S. Department of Education, National Center for Education Statistics, Common Core of Data 2007-2008 report, Hawaii had 76 percent of its entering freshman class graduating from high school with a regular diploma in four years. This ranks Hawaii 25th in the nation, tied with five other states. Meanwhile, the number of public high school dropouts in Hawaii was 2,938 in the school year 2006-2007. This dropout rate of 5.4 percent ranked Hawaii 12th highest in the nation.

## Sixteen Percent Lack Basic Prose Literacy Skills

An impetus for the Governor to invest in an Early Learning program for 4-year olds may have been gleaned from a study that found that sixteen percent of Hawaii's population (16+ years old) was lacking basic prose literacy skills, which means the knowledge and skills needed to perform prose tasks (to search, comprehend, and use information from continuous texts, such as paragraphs from stories). This group included those who scored 'below basic' in prose and those who could not be tested due to language barriers. This was an estimate that had a margin of error as measured by the associated credible interval. There was a 95 percent chance that the value of the percent lacking basic prose literacy skills was contained between the lower and upper bound. The literacy assessments are conducted in conjunction with the National Assessment of Adult Literacy (NAAL) about once a decade and 2003 was the most current one available.

Kauai County had the lowest percentage of people lacking basic prose literacy skills with 12 percent, followed by Hawaii County with 13 percent and Maui County with 14 percent. Honolulu County, with 17 percent, was the only county that had a higher percent than the State.

Table 35. Percent lacking basic prose literacy skills and corresponding credible intervals, Hawaii 2003

Location	Population	% Lacking Basic Prose Literacy Skills	95% Credible Interval	
			Lower Bound	Upper Bound
<b>State of Hawaii</b>	944,472	16	11.5	22.2
<b>Hawaii County</b>	118,659	13	6.1	22.0
<b>Honolulu County</b>	675,356	17	11.7	25.0
<b>Kauai County</b>	46,358	12	6.0	21.6

<b>Maui County</b>	103,972	14	6.8	24.1
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Source: U.S. Dept. of Education, Institute of Education Sciences, National Center for Education Statistics, 2003 National Assessment of Adult Literacy

## Postsecondary Institutions

In 2006, Hawaii had 28 postsecondary institutions, ten of which were public and 18 which were private. Of these, 25 institutions offered career education programs at various levels, mostly for Bachelor's or Associate's degrees. An institution was counted as offering a career education program if it awarded an undergraduate credential in a career field of study. These institutions awarded a total of 6,423 career education credentials.

**Table 36. Number of Postsecondary Institutions that offered Career Education Programs and Number of Career Education Credentials Awarded, Hawaii, 2006**

<b>Level of Credential</b>	<b>Institutions</b>	<b>Credentials</b>
Certificate: Less than 1 year	1	385
Certificate: At least 1 but less than 2 academic years	4	565
Associate's degree	9	1,963
Other subbaccalaureate credential	1	20
Bachelor's degree	10	3,490
<b>Total</b>	<b>25</b>	<b>6,423</b>

Source: U.S. Dept. of Education, National Ctr. for Education Statistics, Integrated Postsecondary Education Data System (IPEDS)

The most popular fields of study were: business management; health sciences; computer and information sciences; and consumer services.

**Table 37. Number of Postsecondary Institutions that offered Career Education Programs and Number of Career Education Credentials Awarded, Hawaii, 2006**

<b>Career Field of Study</b>	<b>Institutions</b>	<b>Credentials</b>
Agriculture and natural resources	6	92
Business management	17	1,912
Business support	6	79
Communications and design	7	389
Computer and information sciences	13	401
Consumer services	12	484
Education	9	414

Career Field of Study	Institutions	Credentials
Engineering, architecture, and science technologies	8	379
Health sciences	14	1,132
Manufacturing, construction, repair and transportation	10	341
Marketing	5	226
Protective services	9	368
Public, legal, and social services	11	206
Any field of study	<b>25</b>	<b>6,423</b>

Source: U.S. Dept. of Education, National Ctr. for Education Statistics, Integrated Postsecondary Education Data System (IPEDS)

## Mismatch: Education and Work Experience Requirements

The percentage breakout by education requirements and the levels possessed by candidates for advertised jobs was fairly comparable for all education levels except those requiring either college, technical or vocational school and jobs requiring a bachelor's degree. A little over one percent of the jobs stated College, Technical, or Vocational School as a requirement; however, over 21 percent of the candidates possessed this education level. Bachelor's degrees were required on approximately one-third of the jobs, but only 14.9 percent of the candidates obtained a bachelor's degree. Upon closer examination of the numbers, the actual number of potential candidates overwhelmingly exceeded the number of job listings posted for all education levels. Even though the percentage of candidates with bachelor's degrees was lower than the percent of jobs requiring a bachelor's degree, the number of available candidates was more than 8 times the number of job openings.

Table 38. Education Requirements vs. Education Level on Advertised Jobs

	Education Requirements On Advertised Jobs		Education Level of Available Candidates	
	Job Openings	Percent	Potential Candidates	Percent
Not specified	14,114	---	---	---
No Minimum Education Requirement	140	6.5%	---	---
Less than High School	5	.2%	2,186	5.3%
High School Diploma or Equivalent	889	41.0%	16,431	39.9%
1 to 3 Years at College or a Technical or Vocational School	29	1.3%	8,998	21.9%

	Education Requirements On Advertised Jobs		Education Level of Available Candidates	
	Job Openings	Percent	Potential Candidates	Percent
Vocational School Certificate	56	2.6%	1,921	4.7%
Associates Degree	218	10.1%	3,126	7.6%
Bachelor's Degree	716	33.0%	6,132	14.9%
Master's Degree	100	4.6%	1,843	4.6%
Doctorate Degree	13	.6%	273	.7%
Specialized Degree (e.g. MD, DDS)	3	.1%	245	.6%

Source: HIWI Area Profile, Online Advertised Jobs, June 4, 2012.

Of the advertised jobs that listed work experience requirements, employers generally required less work experience. Over half of the jobs could be performed with two years or less of experience. On the other hand, many potential candidates possessed higher levels of work experience. More than one-third of the candidates were employed for over 10 years. In fact, 58 percent of those seeking employment had worked at least five years. There were far fewer jobs openings for those with at least five years of experience compared to the jobs with less experience requirements. This presents problems for those with greater work experience seeking employment.

**Table 39. Work Experience Requirements vs. Work Experience of Job Seekers on Advertised Jobs**

Minimum Experience	Work Experience Requirements on Advertised Jobs		Work Experience Levels of Available Candidates	
	Job Openings	Percent	Potential Candidates	Percent
Not Specified	15,159	---	---	---
Less than 1 Year	---	---	7,630	18.5%
1 Year to 2 Years	573	51.0%	2,525	6.1%
2 Years to 5 Years	449	40.0%	6,925	16.8%
5 Years to 10 Years	90	8.0%	8,760	21.3%
More than 10 Years	12	1.1%	15,315	37.2%

Source: HIWI Area Profile, Online Advertised Jobs, June 4, 2012

*An analysis of the challenges associated with the state's population attaining the education, skills, and training needed to obtain employment.*

As we look towards the challenges facing the education and training needs of the state's future workforce, eight different factors were examined. This includes: cost of living and consumer price index, poverty rates, health coverage, multiple jobholders, labor underutilization, homeownership, electricity consumption, and traffic congestion.

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## Cost of Living

Hawaii's cost of living has always been higher than the United States. As of September 2011, it was indexed at 176.7 compared to a U.S. average of 100. This means that it was more expensive to live in the state than most places in the nation.

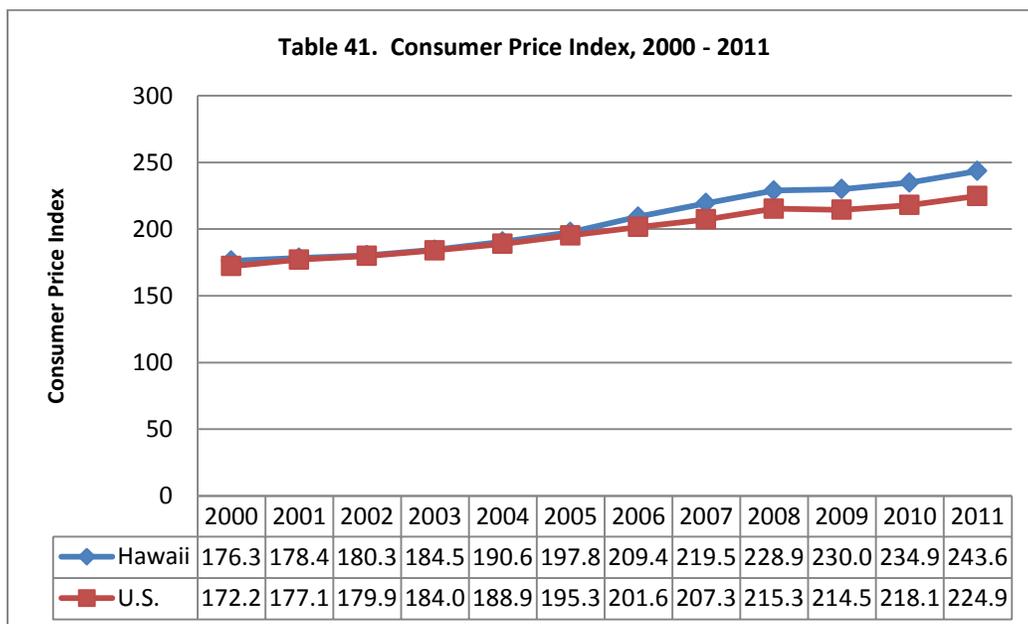
**Table 40.**

<b>Cost of living</b>	<b>Hawaii</b>	<b>United States</b>
<b>Overall</b>	177	100
<b>Food</b>	158	100
<b>Utilities</b>	157	100
<b>Miscellaneous</b>	122	100

Source: SperlingViews for Hawaii, [http://www.bestplaces.net/cost\\_of\\_living/state/hawaii, 9/11](http://www.bestplaces.net/cost_of_living/state/hawaii, 9/11)

## Consumer Price Index

Another example of how costly it is for the state's residents is depicted in the consumer price index (CPI) chart below. Between 2000 and 2011, Hawaii's CPI advanced by 38.2 percent compared to the U.S. increase of 30.6 percent.



Source: U.S. Department of Labor, Bureau of Labor Statistics.

## Poverty Rates Lower for Hawaii than Nation

People living in poverty face numerous challenges when seeking work. Since those living in poverty tend to reside within close proximity of each other rather than being spread out among geographic areas, the Census Bureau classifies census tracts into four categories based on poverty rate levels. (See table below.) Census tracts with poverty rates of 20 percent or more (tracts in category III and category IV) are referred to as “poverty areas.”

According to data from the American Community Survey, poverty levels in Hawaii were lower when compared to national data. While almost a quarter (23 percent) of the U.S. population resided in poverty areas, only 10.8 percent of Hawaii residents lived in poverty areas. In terms of the states with the lowest percentage of people residing in poverty areas, Hawaii ranks 7th following New Hampshire, Wyoming, Alaska, Maryland, Delaware, and Vermont. At the other end of the spectrum, Hawaii was one of 10 states (Alaska, Connecticut, Hawaii, Maryland, Massachusetts, Minnesota, New Hampshire, New Jersey, Utah, and Wyoming) in which more than three-fourths of the population resided in census tracts with poverty rates less than 13.8 percent.

**Table 42. Distribution of People in Census Tracts by Poverty Levels: 2006-2010**

	Total in All Census Tracts	Category 1 (Less than 13.8%)	Category II (13.8% - 19.9%)	Category III (20.0 - 39.9%)	Category IV (40.0% or more)
<b>U.S. Total</b>	296,141,149	61.4%	16.0%	19.1%	3.5%
<b>Hawaii</b>	1,298,918	79.2%	10.0%	9.8%	1.0%

Source: U.S. Census Bureau, 2006-2010 American Community Survey.

Out of the 314 populated census tracts in Hawaii, 36 census tracts had a poverty rate of over 20 percent. They were located in the following areas: 25 on Oahu, 8 on the Big Island, 1 on Molokai, and 2 on Maui. (See table below) In regards to family poverty rate, 18 census tracts had family poverty rates of over 20 percent. Four of these

18 census tracts with the highest percentage below the poverty level were located on the Big Island and the remainder was located on Oahu.

**Table 43. Persons below the Poverty Level for the State of Hawaii, By Census Tracts**

State/Island	2010 Census Tract	2010 Name	Percent	MOE 1/
<b>State of Hawaii</b>			<b>9.6%</b>	<b>+/-0.3</b>
Honolulu	54	Mayor Wright Housing	61.2%	+/-15.8
Honolulu	62.02	Linapuni Street	58.7%	+/-19.6
Honolulu	63.02	Kalena Drive	58.2%	+/-11.7
Hawaii	203	Hilo: Pu'u'eo-Downtown	41.8%	+/-7.2
Honolulu	20.03	Seaside Avenue	40.7%	+/-11.9
Honolulu	57	Iwilei-Anuenue	39.2%	+/-10.2
Hawaii	205	Hilo: University-Houselots	37.8%	+/-11.8
Honolulu	36.03	Ahana Street	37.5%	+/-9.6
Honolulu	39	Civic Center	33.6%	+/-19.9
Honolulu	52	Chinatown	31.5%	+/-8.9
Hawaii	211.06	Pahoa	30.7%	+/-8.5
Honolulu	97.01	Waianae Kai	30.1%	+/-8.8
Honolulu	98.02	Makaha	30.1%	+/-8.7
Honolulu	87.03	West Loch	29.1%	+/-7.2
Honolulu	36.04	Kaheka Street-Makaloa Street	28.8%	+/-13.3
Honolulu	58	Waiakamilo Road	28.8%	+/-8.2
Hawaii	211.01	Kalapana-Kapoho	26.4%	+/-8.2
Honolulu	98.01	Makua Valley	25.4%	+/-8.3
Hawaii	210.05	Hawaiian Paradise Park	25.3%	+/-7.5
Maui	305.01	Pa'ia	24.9%	+/-19.0
Maui	307.10	Keawakapu	24.8%	+/-15.7
Honolulu	51	Foster Botanical Garden	24.0%	+/-6.8
Honolulu	75.04	Aloha Stadium	23.8%	+/-8.9
Hawaii	210.10	Upper Puna (Puna Mauka)	23.4%	+/-5.0
Honolulu	95.02	Menoher Street	22.8%	+/-13.1
Honolulu	19.03	Ena Road	22.4%	+/-10.3

State/Island	2010 Census Tract	2010 Name	Percent	MOE 1/
Honolulu	68.09	Ala Ilima Makai	22.4%	+/-9.6
Honolulu	94	Wahiawa Makai	21.9%	+/-7.0
Hawaii	212.02	Ka'u	21.8%	+/-6.0
Honolulu	113	Waimanalo	21.6%	+/-9.2
Honolulu	96.03	Mali	21.0%	+/-6.2
Hawaii	210.13	Kea'au	21.0%	+/-5.7
Honolulu	26	Bingham Tract	20.9%	+/-10.3
Honolulu	18.01	Koa Avenue	20.3%	+/-11.1
Molokai	318.01	West Moloka'i	20.1%	+/-7.8
Honolulu	62.01	Kam IV Road	20.0%	+/-7.0

Source: U. S. Census Bureau, American Community Survey, 2006-2010

## Health Coverage Widespread Among the State's Residents

A large majority (92.9 percent) of the state's civilian non-institutional population had health insurance coverage. More than three-fourths (78.7 percent) obtained their coverage through private health insurance, while the remainder were covered through a public health insurance plan. The uninsured rate among those less than 18 years old was 2.3 percent. In terms of employer-based health insurance coverage, Hawaii ranked third among the 50 states with the highest rates of coverage for both people who worked full time, year round and those who worked less than full time, year round in 2010 (86.2 percent and 60.6 percent, respectively). Only Massachusetts and New Hampshire had higher rates of coverage. Of those that did not work, 47.2 percent received employer-based health insurance coverage.

**Table 44. Hawaii Health Insurance Coverage Status: Civilian Non-Institutionalized Population 18 Years and Over**

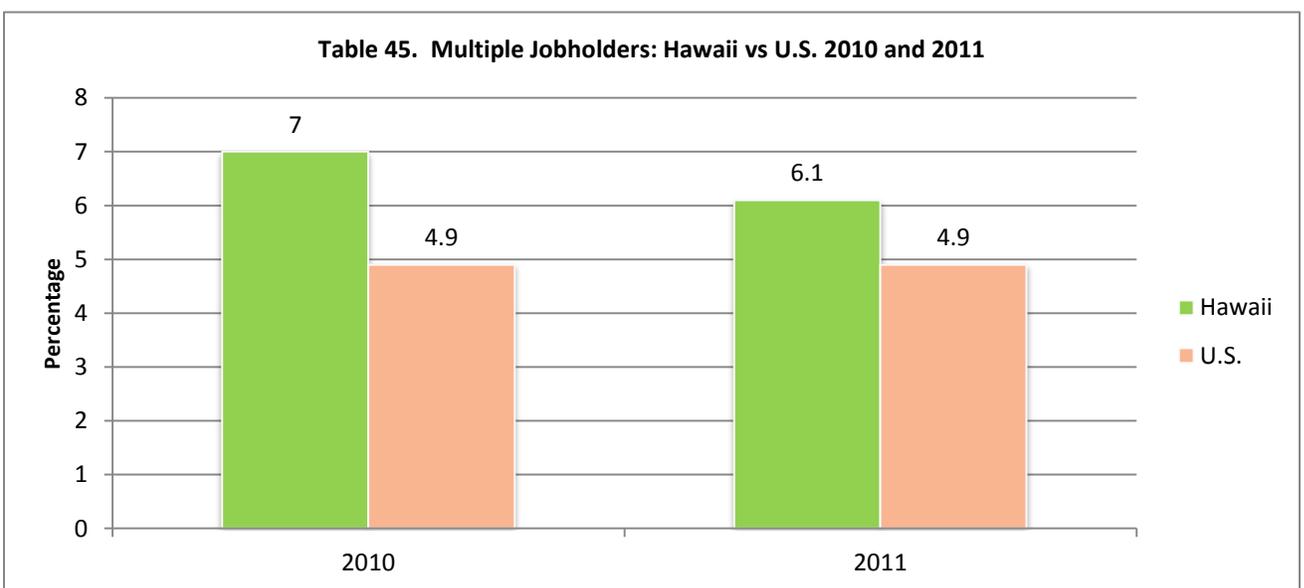
<b>Total:</b>	<b>994,430</b>
Worked full-time, year-round:	451,880
With health insurance coverage	429,186
With employer-based health insurance	389,432
With direct-purchase health insurance	68,773
With Medicare coverage	16,743
With Medicaid/means-tested public coverage	14,779
No health insurance coverage	22,694
Worked less than full-time, year-round:	246,816

With health insurance coverage	211,526
With employer-based health insurance	149,680
With direct-purchase health insurance	41,411
With Medicare coverage	23,697
With Medicaid/means-tested public coverage	27,454
No health insurance coverage	35,290
<b>Did not work:</b>	<b>295,734</b>
With health insurance coverage	270,658
With employer-based health insurance	139,698
With direct-purchase health insurance	73,785
With Medicare coverage	156,598
With Medicaid/means-tested public coverage	60,287
No health insurance coverage	25,076

Source: U.S. Census Bureau, American Community Survey, 2008-2010, Table B27012

## High Rate of Multiple Jobholders in Hawaii

Hawaii's rate of multiple jobholders at 7 percent was tied for 11th highest in the nation in 2010 and fell to 6.1 percent or 16th highest in 2011. Although there was improvement in this rate for 2011, Hawaii still ranks high in terms of those employed in more than one job.



Source: U.S. Census Bureau, Current Population Survey

## Labor Underutilization

For 2011, all six of Hawaii's alternative measures of labor were lower than the average for the nation as a whole. In terms of discouraged workers, the difference between U-3 and U-4, Hawaii is near the middle with a ranking of 21 out of the 50 states. When the marginally attached are added in U-5 and involuntary part-time workers are included in U-6, the difference between the two measures another form of "underemployment." Hawaii's ranking drops to 41st in this category.

Table 46. Alternative Measures of Labor Underutilization, 2011 Annual Average (Percent)

	U-1	U-2	U-3	U-4	U-5	U-6
United States	5.3	5.3	8.9	9.5	10.4	15.9
Hawaii	4.5	4.2	7.3	7.8	9.0	15.1

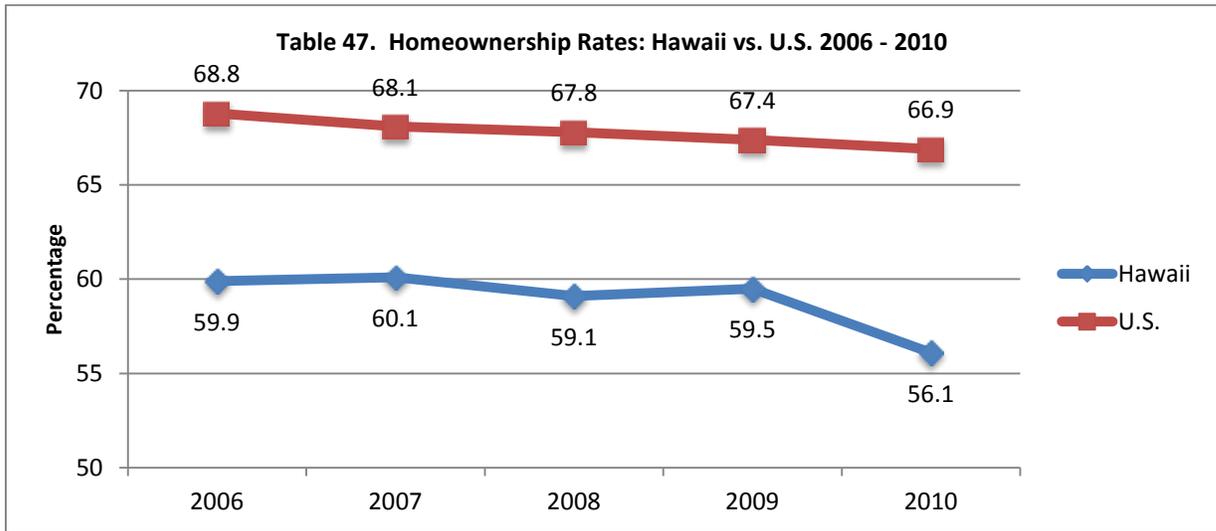
Source: U.S. Bureau of Labor Statistics

Definitions of the six state measures:

- U-1** Persons unemployed 15 weeks or longer, as a percent of the civilian labor force
- U-2** Job losers and persons who completed temporary jobs, as a percent of the civilian labor force
- U-3** Total unemployed, as a percent of the civilian labor force (definition used for the official unemployment rate)
- U-4** Total unemployed plus discouraged workers, as a percent of the civilian labor force plus discouraged workers
- U-5** Total unemployed, plus discouraged workers, plus all other marginally attached workers, as a percent of the civilian labor force plus all marginally attached workers
- U-6** Total unemployed, plus all marginally attached workers, plus total employed part time for economic reasons, as a percent of the civilian labor force plus all marginally attached workers

## Homeownership Declines

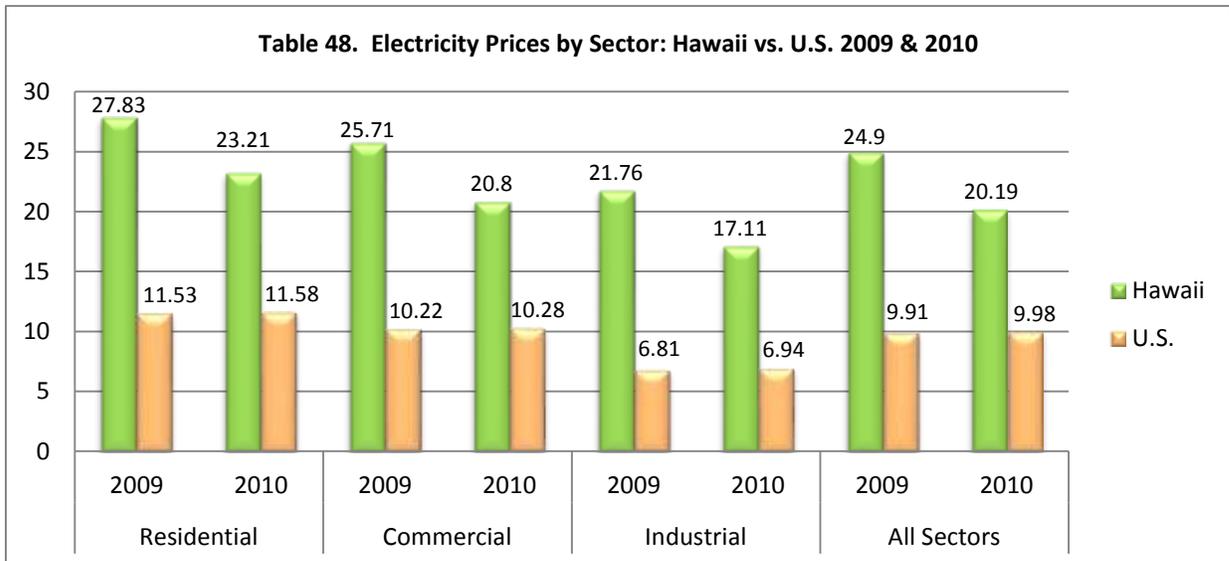
Although homeownership rates for the U.S. and Hawaii have been trending downwards from 2006 to 2010, Hawaii's rates have remained well below the U.S. and fell further behind in 2010.



Source: U.S. Census Bureau, "Housing Vacancies and Home Ownership."

## Electricity Prices Soar

Adding to the high cost of living, Hawaii consumers pay the highest rates of electricity in the nation for all sectors – residential, commercial, and industrial. As Hawaii strives to reach the goal set forth by the Hawaii Clean Energy Initiative of reducing its dependence on imported oil by 70 percent within 20 years, this provides added incentive to develop alternative sources of energy. This could ultimately lead to job creation within the energy sector.



Source: ElectricChoice.com

## Honolulu Has Worst Traffic In Nation

According to the Nation's INRIX Index, a key indicator of traffic congestion, in 2011 Honolulu topped the list of worst cities for traffic in America. Residents waste approximately 58 hours per year stuck in traffic.

### *A discussion of the ability of Integrated Workforce Plan programs to meet the skill needs of employers in the state and close any skill gaps*

The Integrated Workforce Plan is designed to identify the needs of employers and gather critical information on skill needs and skill gaps for those industries that have been experiencing economic expansion in the State of Hawaii. The state addresses the skill needs identified by employers through its interaction with educational partners and members of the private industry. Currently, skill gaps are addressed through short-term on-the-job training programs that are available in high growth industries identified in the state.

To identify skill gaps in specific targeted industries, the WDC has held a series of employer led industry skill panels that address the short- and long-term skill needs in specific high – growth industries. These panels provide an opportunity for industry leaders, educational entities and government to both discover specific job growth, skill needs, and connecting education and training solutions to those identified needs. These interactions have resulted in a number of new and innovative educational programs in the healthcare field that has begun to narrow the skills gaps discovered in two sessions held in late 2010. The WDC intends to continue to hold skill panel sessions addressing skill gaps in all high-growth industries in the state. Skill panel findings and recommendations are made available to Local Areas and other education and training workforce partners to guide their planning and allocation of resources.

## Tools to Assess Employer Skill Needs

We should be better able to determine the skill needs of employers with the advent of more information technology available to the states through programs and tools such as:

- the Business Employment Dynamics (BED) Program, that analyzes longitudinal establishment microdata from the Quarterly Census of Employment and Wages (QCEW) to generate measures of gross job gains and losses and establishment openings, expansions, contractions, and closings
- the Census Bureau’s Local Employment Dynamics (LED) Partnership in which our LMI agency provides establishment and worker Unemployment Insurance (UI) records to Census in exchange for unique, valuable indicators of the “employment flows” in states and areas through Quarterly Workforce Indicators, OnTheMap, and soon, the Job-to-Job Flows tool
- the Census Bureau’s American Community Survey as a key source of workforce information, including TIGER files for geospatial identifiers
- O\*NET that is used to translate occupational information into skills information useful for education and training planning
- Use of “real-time” LMI services that regularly scrape electronic job boards to generate highly current job demand, content, and requirements information

## Supply-Demand Analysis

Currently our long term job projections are based on historical data, which may not always be good indicators of future job trends. Therefore, we will be partnering with the University of Hawaii to do a supply/demand analysis in

order to develop a predictive model to improve our long term projections and better forecast the needs of employers and develop training curriculum and certification.

## Workforce Longitudinal Data System

In order to close any skills gaps, the Department of Labor and Industrial Relations recently won approval for a grant proposal to work with state education agencies to link UI data to statewide longitudinal data systems (SLDS) that will allow analysts to see the workforce outcomes of individual education and training programs. This workforce longitudinal data system (WorLDS) will permit the tracking of training participants through various programs by the Workforce Development Division apprenticeship, Department of Human Service, and other non-profit organizations and what kind of jobs these trainees secure upon entering the workforce.

## Workforce Challenges

Many challenges were described in this section regarding multiple skill and education gaps of Hawaii's workforce that restricts the growth of Hawaii's economy and its competitiveness in the global marketplace. This Integrated Plan attempts to provide solutions as described in more detail in Section II, the State Operational Plan. The primary means by which this will take place are through informal and formal exchanges among businesses, government, education, and community organizations to learn about common needs, and together, to access resources available and design the delivery of these resources in a more collaborative and effective manner. For example, the work done by the skill panels continues to shape the strategies and policies for education and training. The leadership of the most recent panels, which were for the agricultural workforce, continues to meet and address and comment on actions taken as a result of panel discussions. The inter-agency meetings and discussions among all DOL ETA grantees that were initiated by Regional Administrator, Virginia Hamilton, in December 2012, are being sustained and encouraged under the leadership of the State Department of Labor Director and in partnership with the University of Hawaii Community Colleges and One-Stop Centers. These on-going efforts will continue to support the productive dialogue that needs to take place among grantees and other resources in the community to develop and carry out meaningful and workable solutions that provide Hawaii's workforce and businesses with the skills needed for a healthy and growing economy.

# STATE STRATEGIES

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*The Integrated Workforce Plan must describe the key strategies the state intends to implement, based on its economic analysis, to achieve the governor's vision and goals.*

## Cross-Program Strategies

*The plan must discuss integrated cross-program strategies for specific populations and sub-populations identified in the state's economic analysis, strategies for meeting the workforce needs of the state's employers, and regional and sector strategies tailored to the state's economy.*

The Workforce Development Council is composed of representatives from:

- Cabinet level directors from the State agencies of labor, human services, economic development, education and the president of the University of Hawaii,
- Private sector representatives, including representatives from the four LWIBs,
- Community-based native Hawaiian organization,
- Labor,
- State House and Senate,
- County Mayors, and
- Governor

The WDC is the aligning entity of Hawaii's workforce development infrastructure. The majority of state and county agencies that directly control the state and federally funded workforce programs are all members of the WDC. Additionally, the WDC has the state mandated statutory responsibility to continuously identify workforce challenges and develop solutions to targeted industry workforce challenges.

In order to better align these workforce programs to meet the current and anticipated needs of Hawaii's private and public sector employers, the WDC has implemented a sector based approach to planning by creating specific employer led Industry Skill Panels.

Industry Skill Panels are private/public partnerships that collaborate to address competitiveness issues by focusing on workforce development. The WDC implemented these sector-based approaches in order to better identify strategic planning issues and make recommendations regarding Hawaii's workforce within specific industries. Participation from employers, educational institutions, economic development organizations, labor organizations, and others ensure that a variety of stakeholder perspectives are represented.

Harnessing the expertise of leaders in business, labor, education, economic development, and other sectors, Skill Panels bring competitors within a specific industry together to collaboratively address critical issues, skill gaps, training needs, and performance outcomes that affect the industry as a whole.

The Industry Skill Panels build consensus, prioritize their specific industry workforce needs by local area, and become better able to mobilize partners and leverage resources to make the greatest economic impact. Additionally,

their mutual efforts are more influential with government, businesses, associations, and educational institutions than they would be if trying to fill workforce needs individually within silos.

## Partnerships

*The plan must include a discussion of key strategic partnerships that are necessary to successfully implement the strategies, specify roles of specific state entities and programs, and discuss how the strategies will meet the needs of employers and of each subpopulation. (WIA Sections 111(d)(2), 112(b)(8), W-P Section 8(c).)*

### CURRENT PARTNERSHIPS

The Workforce Development Council (“WDC”) has worked closely with the following entities on a wide range of workforce development issues:

- The University of Hawaii Community Colleges (“UHCC”): The WDC and the UHCC have extensively collaborated on a number of Industry Skills Panels that the WDC has held since October 2010. Representatives of the UHCC have been present and active participants at each of the sessions. Each of the sessions for healthcare, software and agriculture were designed to inform the educational component of the state (UHCC) of those issues that those industries have with the skill sets of graduates, and how to improve employment outcomes of recent graduates focused on those industries. This partnership extends through the state level to the local workforce board level as well as to the one-stop systems at the local levels.
- The University of Hawaii is a permanent member of the Workforce Development Council, actively participating in decisions made on the direction of the Council in relation to the University.
- The WDC is a member of the P-20 Statewide Longitudinal Data System Executive Council – The Executive Council is made up of vested interests at the Departments of Labor and Education and the University of Hawaii levels to help develop a true Statewide Longitudinal Data System. The Workforce Development Council is a member of the executive council, with the current Executive Director as the WDC representative on the Council.
- Based off of the College Access Challenge Grant program that the WDC oversaw in its first year of operation. The website is now operationally overseen by ConnectEDU, the company contracted to construct MyFutureHawaii.com, with the program overseen by a council made up of representatives from the Department of Labor, Hawaii P-20 Partnership for Education, the University of Hawaii and State of Hawaii Department of Education. From this, a “MYFUTUREHAWAII.COM” Steering Committee Broad Based College Access System was developed, of which the WDC is a member of the steering committee, housed at the University of Hawaii.

### FUTURE PARTNERSHIPS

On October 1, 2012, the WDC and the University of Hawaii Community Colleges signed a two-year agreement in which the WDC will be responsible for implementing portions of a larger C3T grant that the University of Hawaii Community Colleges was awarded in late 2011. The WDC will take the experience it learned from the industry skill panel sessions and create a number of Policy Planning Work Groups (“PPWG”) in the areas of Agriculture,

Healthcare and Energy. Each PPWG will consist of a mix of public and private industry-specific employers that will analyze predictive data, review training programs, curricula and provide feedback on UHCC programs with timely and critical information and guidance on industry employment needs.

Another part of the agreement has the Workforce system working directly to recruit 6,000 new participants for trainings that are being developed by UHCC. The WDC, along with the Local Workforce Investment Boards and the Local One-Stop systems across the state, will coordinate statewide efforts between the State of Hawaii's local Workforce Investment Boards, One Stop Centers, other state and local agencies that operate job training programs, community based organizations, and other training and educational organizations for recruitment into the Project.

## Leveraging Resources

*The plan must discuss how the state will coordinate discretionary and formula-based investments across programs and in support of the governor's vision. The state's planned commitment of Federal and non-Federal funds to these investments must be included.*

Recognizing the economic reality of dwindling federal and state resources for workforce development, the DLIR, WDC, the University of Hawaii Community College System and the local areas have undertaken a concerted effort to acquire discretionary grants. In general, these efforts have allowed the state to bring in additional resources. However, a positive side effect of this process is the partnership state and county entities (including community based organizations) to better align their workforce development activities. The process of acquiring these grants, as well as the Industry Skill Panels, has actually improved the alignment of "siloes" programs to identify and meet workforce needs.

The WDC has been the catalyst in aligning these programs and will continue to do so.

### **AGRICULTURE WORKFORCE SKILLS PANEL**

In total, five sessions were held throughout the state starting in December, 2011 and ending in June, 2012. The forums were held in Honolulu (December); Hilo, Hawaii (January); Kona, Hawaii (March); Lihue, Kauai (May); and Maui County (June). Approximately 520 individuals attended the five meetings, with number of participants ranging between 100 and 170 people at each. Each forum had break out subcommittees, with planners on each island specifically tailoring the topic of each of the break outs to address specific island-only agriculture issues.

An overwhelming concern of skill panel attendees was on the past work conducted and the inability of the industry to move forward with proposed plans and innovative ideas due to divisions within the industry and other hindrances. In spite of this, the general tone of the meetings was one of collaboration, partnerships, and making more out of less. This coordinated effort has resulted in the development of several working groups to carry on the priorities and actions determined in each breakout session. Some of the post-forum developments include:

- One Island Sustainability on the Big Island of Hawaii has created an online discussion forum through Yahoo! Groups.
- Informal talk-story sessions were developed on the Big Island where interest in an Agricultural Renaissance is a high priority for many residents who overwhelmingly support sustainable practices in farming; and
- Molokai-focused farmer training, partially funded by the State Energy Sector Partnership, will take place later in 2012, with training topics first discussed at the Maui Agriculture Skills Panel session.

With a focus on agriculture through its New Day Plan, Hawaii State Governor Neil Abercrombie has moved ahead with ideas presented at the forums and will propose legislation in 2013. It is the focus of the State of Hawaii to develop agriculture as part of reducing the state's dependence on imports and make Hawaii more food-sustainable.

## **HEALTHCARE WORKFORCE SKILLS PANEL**

The healthcare workforce in Hawaii has reached "critical condition." The State has major industry barriers, including: lack of local training available for specialized occupations, lack of specific labor market information, a high cost of living and transportation that inhibits training (especially on neighbor islands), and rural and isolated areas with limited access to healthcare and high health disparities among certain populations. When comparing to average US healthcare utilization rates, these and other barriers have led to an estimated 30% lack of primary care providers in the State, as well as shortages in many other healthcare occupations.

To address this gap in healthcare services and healthcare workforce opportunities for Hawaii residents, the Workforce Development Council formed industry-specific Skill Panels in Nursing, Long-Term Care, Primary Care and Technical Disciplines, where over 150 participants contributed their time and expertise. These groups have proven to be an ingenious promising practice in which a diverse group of stakeholders collaborate toward desired outcomes. Designed to be action-oriented, there have been a number of "quick wins" from the October and November 2010 sessions, including:

- Development of an innovative RN program for final year nursing students, aimed at reducing the bottleneck and allowing more new RNs to enter high needs fields;
- Deployment of a comprehensive survey to hospitals that will identify advanced practice RN needs based on specialty vacancies and anticipated retirement rates for the coming years;
- Formation of a new panel to address specific workforce readiness solutions for healthcare employers (created after the topic emerged as a major issue in the October Panel); and
- Development of a local training program by an employer-educator team, for a high needs specialty currently unavailable in the state.

Using best practice models and experiences, these Skill Panels have continued collaborating to improve Hawaii's healthcare labor pool by discussing current issues and planning innovative solutions.

## **SOFTWARE WORKFORCE SKILLS PANEL**

The goals of this industry skill panel, held on March 3, 2012, with over 100 software industry leaders, were to promote the State of Hawaii as a center for software development; educate government and community leaders about the importance of the software industry to the local economy and the need for a quality workforce base; work with educational institutions to ensure the Hawaii-based software workforce is being prepared for the "jobs of tomorrow"; and offer solutions and assist with implementation of initiatives that grow Hawaii's software industry.

The issues that emerged from the panel showed the challenges in creating a software industry in Hawaii. Currently, there are about ten times the numbers of declared majors in software development to graduates in Hawaii universities. Upon completion, many who do graduate with a software-focused degree leave Hawaii for higher-paying jobs on the mainland or globally. In Hawaii, there is a lack of internships for software development students. Finally, as with the healthcare Skill Panels "workforce readiness" is a major issue with Hawaii-based software employers.

Following the ending of the meeting on March 31, the Software Industry in Hawaii has been active in putting into action the proposals made at the Skills Panel Meeting. Activities that were spurred by the meetings include the creation of a computer coders committee led by Henk Rogers to prioritize the challenges and solutions from the initial skills panel.

Based on a comment that there is not enough networking in the software industry in Hawaii, a monthly social networking event was created that draws in both seasoned software industry individuals and students aspiring to be professional software developers. Finally, a tech group, called "Tech Hui", formed to widen participation beyond the initial skills panel attendees.

The State Plan will require as a condition of approving local area plans, that the local workforce investment boards explore partnerships with mandated and non-mandated one-stop partners to provide for an integrated service delivery model. For example, under the State Energy Sector Partnership and Job Training Grant, the WDC piloted two integrated models of service delivery which allowed different entities to provide case management and job training. In one example, a local non-profit recruited eligible participants and provided basic work readiness training under their own funding stream. The State then utilized the grant funds to provide the job training to the individuals and collectively the non-profit and the state staff worked to place the individuals with employment.

The State Plan will require the local areas to expand on current MOUs and explore and implement these types of partnerships with new partners which will ensure a model that does more than refer entities to other programs.

*The plan must also describe how the state will use program funds to leverage other Federal, state, local, and private resources, in order to effectively and efficiently provide services. (WIA Section 112(b)(10).)*

The Governor's vision, through the administrations "New Day" initiative, requires the workforce development system to invest resources to meet business and individual needs, so that individuals seeking jobs and workers will have the 21<sup>st</sup> century skills they need to be successful. Furthermore, the Governor has engaged the workforce development system to assist employers and potential employees in the development of specific industries targeted by the administration. To achieve this, the Department of Labor and Industrial Relations (DLIR) has been and continues to be charged with both applying specific federal resources and directing them toward those specific industries.

Toward that end, the DLIR has aggressively applied for and received a number of competitive federal labor grants since 2010. These grants have helped fund training and industry development in the areas of "green" construction and energy development, healthcare, and agricultural development. In total, these resources total \$8 million in direct federal funds from competitive grant awards, along with leveraging a portion of the yearly outlay of Workforce Investment Act formula funds to the State of Hawaii. The DLIR actively manages these programs through the Workforce Development Division, WDC, and other DLIR divisions, as well as through the Local Workforce Investment Boards (LWIBs) and their partners at the local areas.

This outreach and strengthening of existing partnerships will continue, and they form the backbone of some programs outlined in this five year plan.

Outside of the DLIR and funds from the US Department of Labor, solid partnerships also have been built with entities in specific industry and educational areas. For example, through a contract with the University of Hawaii Community Colleges, the DLIR is a recipient of funds from the Community College Career and Technical Training Grant ("C3T") to help promote the development of college-track programs for those seeking to get into the healthcare, agriculture or green energy industries. Collaborations have been established for One-Stop Centers to recruit and refer eligible participants, to staff and support Industry Planning workgroups, to develop a C3T portal,

and build a predictive model for projecting future staffing needs. These partnerships and resource sharing will contribute towards future C3T programs with the University of Hawaii Community Colleges.

Another partnership, started in late 2011, is with the State Department of Agriculture. Through highly successful Skill Panels that were held in 2011 and 2012 focused on agriculture, the partnership has provided benefits to both parties in the form of honing the focus on closing skill gaps and helping further develop the agriculture industry in Hawaii. This partnership continues as the DLIR continues to support meetings with the agricultural industry leaders using the SESP funds and other resources to further discuss how to help develop the agricultural worker in Hawaii. This is the same model that will be used to evaluate the State's healthcare and green industries in the coming years.

## *Policy Alignment*

*The plan must discuss how the state will align policies, operations, administrative systems, and other procedures to assure coordination and avoid duplication of workforce programs and activities outlined in WIA Section 121(b). (WIA Sections 111(d)(2)(A), 112(b)(8)(A), 121(b), 20 CFR 661.205(b)(1).)*

The WDC has and will continue to take a proactive role in ensuring that the local areas present plans and Memorandums of Agreement that specifically detail alignment of policies, operations, administrative systems, and other procedures to ensure coordination and reduce/remove duplication of workforce programs operated by the mandated One Stop Partners.

Through active review and active oversight, the State of Hawaii will continue to evaluate all programs for opportunities to streamline Intake and service delivery from customers across a variety of workforce programs, including WIA, unemployment insurance and other short- and long-term programs. The review will help focus the workforce system toward a coordinated customer-centric focus with full-partner access to both local and statewide programs. Integrated service delivery continues to be a focus for the State of Hawaii as it works to improve both performance and accountability of the entire workforce system, which includes continual elimination of duplicative efforts between partners.

## *Desired Outcomes*

*The Integrated Workforce Plan must describe and provide specific quantitative targets for the desired outcomes and results for the programs included in the plan. Table 1 may be used for WIA/W-P programs. The plan should also describe any additional established indicators and system measures, beyond those required by programs' authorizing statutes. (WIA Sections 112(b)(3), 136(b)(1)(A)(ii), (b)(2)(C), 20 CFR 666.110, 666.120(g), 666.300.)*

Prior to the State's discussion with USDOL on performance measures in December 2012, the local areas were notified of the projected measures and provided an opportunity to propose revised performance levels based on documented justification using local economic situations, past performance, and changes in program design. That information was used by the State in negotiating the target levels with USDOL. Final statewide measures approved by DOL in a letter dated January 14, 2013 were disseminated to all local areas. Comments from the Counties were

invited regarding application of these measures to local area performance. On February 14, 2013, all local areas met with the State, and they agreed to adopt the State's negotiated performance measures for their respective local area programs. The statewide measures are shown in Table 49 below.

Table 49: Optional Table for State WIA/W-P Performance Indicators and Goals

WIA Requirement at Section 136(b)	PY 2011 Actual Performance	PY 2012 Performance Goal
<p><b>Adults:</b>  Entered Employment Rate  Employment Retention Rate  Average Six-Months Earnings  Certificate Rate</p> <p><b>Dislocated Workers:</b>  Entered Employment Rate  Employment Retention Rate  Average Six-Months Earnings  Certificate Rate</p> <p><b>Youth, Aged 19-21:</b>  Entered Employment Rate  Employment Retention Rate  Six-Months Earnings Change  Certificate Rate</p> <p><b>Youth, Aged 14-18:</b>  Skill Attainment Rate  Diploma or Equivalent Attainment Rate  Retention Rate</p> <p><b>Youth Common Measures:</b>  Placement in Employment or Education  Attainment of a Degree or Certificate  Literacy and Numeracy Gains</p> <p><b>Customer Satisfaction:</b>  Participant Customer Satisfaction  Employer Customer Satisfaction</p> <p><b>Additional State-Established Measures:</b>   % of population served by local areas that are trained and/or placed in industries prioritized by local workforce investment boards   # of Participants served that received services from two or more mandated One Stop partners</p>	<p>68.9%  88.4%  \$11,105.08  62.8%</p> <p>76.4%  89.3%  \$15,087.10  62.8%</p> <p>75.0%  83.3%  \$3,338.30  63.6%</p> <p>86.8%  65.5%  41.6%</p> <p>n/a  n/a  n/a</p> <p>95.0%  72.0%</p> <p>n/a  n/a</p>	<p>69.5%  86.0%  \$11,200  66.0%</p> <p>75.0%  90.0%  \$14,750  63.5%</p> <p>73.0%  82.0%  \$3,100  60.0%</p> <p>88.0%  66.0%  48.5%</p> <p>n/a  n/a  n/a</p> <p>97.7%  86.4%</p> <p>n/a  n/a</p>
<b>W-P Requirement at Section 13(a)</b>	<b>PY 2011 Actual Performance</b>	<b>Performance Goal</b>
<p>Entered Employment Rate  Employment Retention Rate  Average Six-Months Earnings</p>	<p>46%  78%  \$12,717</p>	<p>49.9%  78.5%  \$12,500</p>